

Annual Report 2011

# mayflower

vibrant lifestyles



celebrating  
**50**  
years of care





mayflower  
community & care



*Andrew Robb AO, Federal Member for Goldstein at the Official Opening of the new Mayflower Brighton residential aged care building 17 May 2011*

## Vision

To be a leading provider of care and services that will enable people to enhance their independence, health and lifestyle.

## Mission

Mayflower enriches the lives of our community through innovative and caring services, providing choice and promoting independence. We will achieve this through nurturing partnerships, harnessing talents and cherishing the spirit of our staff, volunteers, family and friends.

## Values

**V Voice** To advocate for the rights, options and quality of service for our community.

**I Integrity** Is the freedom to live your life with honesty, dignity and respect.

**B Balance** To provide a harmonious environment which promotes friendship, understanding and learning.

**E Energy** To create a community that is cohesive, supportive and compassionate.

## Operations

Mayflower is a not-for-profit organisation formed to provide services to elderly persons funded through government grants and recurrent funding, donations from supporters, income earned from investments and fees charged for services.

Mayflower Brighton  
ACN 004507644

Mayflower Brighton was founded in 1961 and is an integral part of the Brighton and Bayside communities.

Mayflower Reservoir  
ACN 130299544

Mayflower Reservoir was formed in 2008 to acquire the aged care facilities of Reservoir Rotary Village Project. During 2011 it also acquired the Macleod Village.

# Mayflower has been providing quality care to the elderly in our community for 50 years and has a very strong vision for the future.

Marigold Southey, AC - *Mayflower Patron*

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## Office Bearers

### *Patron*

Lady Southey, AC

### *Board of Management*

Trevor Martyn - Chairman  
Peter Norman - Deputy Chairman  
Bruce Legg - Company Secretary  
Wendy Bateman  
David Henshall  
Alan Kempton  
Ian Mence  
Anthony Mutton  
James Sherry  
Shane Wright

### *Executive and Senior Staff*

Frances Mirabelli - Chief Executive Officer  
- (Resigned September 2011)  
David Cotton - Acting Chief Executive Officer  
- Chief Financial Officer  
Nicholas Monk - Acting Chief Financial Officer  
- Finance Manager  
David Porteus - Site Manager Brighton  
Diane Frankel - Site Manager Reservoir/Macleod  
Marilyn Moloney - Community Care Manager  
  
Auditors - CW Stirling & Co



## A message from our Patron

Mayflower has been providing quality care to the elderly in our community for 50 years and has a very strong vision for the future. The second stage of the redevelopment of the Brighton site has commenced and this will complete the master plan for Brighton, providing residents with a wonderful new living environment with supportive and innovative care. The Macleod retirement village was also acquired during the year to complement the Reservoir operations in the northern suburbs.

I enjoyed meeting residents, staff and volunteers as I visited and was encouraged to see the support provided to enable residents to enrich and enjoy their lives in such a caring environment.

The Board, Executive Team and staff are determined to achieve their goal to enhance the independence, health and lifestyle of residents at Mayflower and I am very proud to be their Patron.

Marigold Southey, AC - *Mayflower Patron*





Mayflower Reservoir



Mayflower Macleod

The Mayflower we see today is the result of a collective effort over many years of a large group of people from Mayflower and the wider community



## The Chairman's Message

This year Mayflower celebrates 50 years of providing quality care for the aged. During those years Mayflower has grown from an idea and transformed into the group you see today.

The first stage of a \$50 million redevelopment of the Brighton site was completed in August 2010 and Stage 2 is now under way. This year also saw the acquisition of Macleod Village, a retirement village where it is planned to co-locate a new aged care facility in the future. This acquisition expands our commitment in the north with our retirement village and aged care facility at Reservoir which was acquired in 2008.

The year has also seen changes in our management team. Frances Mirabelli recently resigned as Chief Executive Officer after almost seven years with Mayflower. I thank Frances for the vision, drive and leadership provided during those years. David Cotton has stepped in as Acting Chief Executive Officer after six years with Mayflower, most recently as Chief Financial Officer.

The Mayflower we see today is the result of a collective effort over many years of a large group of people from Mayflower and the wider community, and I would like to thank our staff, volunteers, residents, community clients, donors and our voluntary Board members for their part in achieving our vision.

Trevor Martyn - *Chairman*



Residents are encouraged to be actively involved in the Mayflower community and to provide feedback and suggestions

Mayflower Aged Care services				
	Brighton	Reservoir	Macleod	Total
Independent Living units	24	22	47	93
Residential Aged Care places	137	38	0	175
Community Care Packages	30	0	0	30
Under construction - ILU	60	0	0	60
Under construction - RAC	13	0	0	13
<b>Total</b>	<b>264</b>	<b>60</b>	<b>47</b>	<b>371</b>

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## Chief Executive Officer's Report

This year has been one of significant achievement for Mayflower and for many in our community.

Our resident population has continued to grow with the acquisition of Macleod Village and the opening of the George Anderson building at Brighton. On completion of the Brighton redevelopment, the total resident and community population will have doubled since 2008. This will continue to provide challenges for the organisation and particularly for our staff and the changes to the management structure, with the appointment of Site Managers at each operation, will ensure that we can meet these new challenges as they arise.

I would like to thank all staff for their dedication and effort throughout the past year. The commissioning of the George Anderson Building was a massive task involving the relocation of over 70 residents from three buildings and the admission of 16 new residents. Our care staff at Brighton sailed through this with determination to ensure that the care and happiness of residents was maintained throughout.

The next stage of the building project at Brighton has now commenced and will see the construction of 13 residential aged care rooms, 60 retirement village units and a Day Centre for the elderly. It will also provide a community hub with recreation facilities including a lap pool, gymnasium, wellbeing centre, multi-purpose hall, billiard room, library and cafe with landscaped surrounds.

Interest from our community in the new 2 bedroom 2 bathroom retirement village units has been overwhelming with the majority of those in the early stage having already been reserved.

The lifestyle programs have continued to grow and develop the interests of residents. Brighton and Reservoir residents enjoyed a 3 day adventure trip to Phillip Island visiting the Penguin Parade and many other attractions in the area. Residents at Brighton have commenced a lively discussion group with topics selected by residents researched through the use of an ipad. The use of computers and ipads by residents is a rapidly developing activity requiring increased resources. Mayflower recently received a generous grant from the Freemasons Public Charitable Foundation for the provision of computer hardware and training for residents.

Our volunteers are vital to our work at Mayflower. They give their time freely to assist in many ways. These include help with resident recreation activities, staffing the Mayflower Shoppe and driving our Mayflower buses. Their efforts are very much appreciated by all at Mayflower.

We were fortunate to have the continued support of our donors throughout the year. Particular thanks go to John and Julie Chestney, John Shellard, Bell Charitable Fund, Trust Company, Collier Charitable Fund, Lord Mayors Charitable Fund and State Trustees each of whom have provided generous donations to fund buildings, equipment or programs for our residents. Thank you also to The Brighton Theatre Company who donated the proceeds of one of their performances, which was also enjoyed by many of our residents.

Residents are encouraged to be actively involved in the Mayflower community and to provide feedback and suggestions. The Resident's Committees at each of the three sites meet regularly and play an important role both operationally and socially. I thank each of the Committees for their support and valuable feedback throughout the year.

The Mayflower Community program continues to be actively sought by those still residing in their homes. The 30 community packages at Brighton have served this vital need in our extended community. Marilyn Moloney, our Community Manager, is to be congratulated on providing an outstanding service program.

The staff at Mayflower are the key to achieving our mission to enrich the lives of our community and this year has presented many challenges which I am pleased to report have been met with enthusiasm and enormous effort. It has been a year of significant change. We farewelled Raelene Passarini, our Director of Nursing for the past six years and welcomed David Porteus in the new position of Site Manager at Brighton, and Diane Frankel as Site Manager at Reservoir and Macleod. Louise Temminghoff also joined us in the new position of Clinical Care Co-ordinator at Brighton. This new staff structure has provided increased resources and strengthened the effectiveness of our Residential Care team.

I would also like to thank Nicholas Monk and Ewa Kryszak from our Executive team for the enormous contribution that they have made to Mayflower throughout the year.

Finally, I would like to acknowledge with thanks the vision, drive and leadership of Frances Mirabelli during her six years as Chief Executive Officer. Frances recently resigned before departing on a well earned extended overseas holiday. I personally will miss her support, encouragement and advice.

The year ahead will have some exciting opportunities and we are very fortunate that Mayflower is in such a strong position to meet these and to continue to provide the elderly in each of our vibrant communities with superior care and services that will enable them to enhance their independence, health and lifestyle.

David Cotton  
*Acting Chief Executive Officer*



Our Lifestyle team go to great lengths to ensure occasions are celebrated

## The Year at a Glance

### July '10

Residents Computer training was introduced. Joanne Lambie from Stay In Touch Computer Training for the over 50's visited Mayflower, spending time with the residents demystifying the world of computers.

Residents spent an enjoyable few hours with the animals from Myuna Mobile Animal Farm when they visited Mayflower. Some of the animals on show included goats, rabbits, guinea pigs, lizards and tortoise.

Residents enjoyed a Christmas in July lunch and entertainment. A selection of songs from the 40's through to the 60's were performed, along with Christmas carols.

Yoga was introduced for residents, provided by a specialist Yoga Therapist.

### August

The first stage of the Brighton redevelopment was completed and residents commenced the move to the new 92 bed residential aged care facility. A Community Open Day was held on 19 August 2010 to show the new facility, with over 500 attending from the extended Mayflower community.

### September

Fathers Day was celebrated with a special breakfast delivered with a card and special Fathers day poem.

Residents enjoyed a bus trip to the Tesselaar Tulip festival and marvelled in the wonderful display and colours.

The AFL Football Grand Final is always a celebration and an opportunity for residents to support their team by wearing their colours and enjoying the game on the big screen with afternoon tea. This year residents enjoyed two Grand Finals!

### October

A 3 day adventure getaway trip to Phillip Island for Brighton and Reservoir residents was enjoyed including visits to the Penguin Parade, Chocolate Factory, Koala Conservation Centre, National Vietnam Veteran's Museum and Rhyll Trout Farm.

### November

Students of Brighton Beach Primary performed Christmas Carols to the delight of residents.

Our Lifestyle team go to great lengths to ensure occasions are celebrated and themed with Melbourne Cup Day being no exception.



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Our ladies celebrated Oaks Day in their hats and attended Happy Hour with a parade of fashion on the day. Chicken and champagne was definitely on the menu!

Residents enjoyed a visit to St Leonards College where they were entertained by the students playing woodwind instruments and a tour of the school. Parents of the students gave each resident a gift, while the students served them morning tea.

### December

Residents visited Trinity Church, Brighton to attend a Christmas service and mingle with residents from other facilities.

Christmas Carols were performed by volunteers, students, families, friends and residents followed by a light supper.

The foyer and dining areas were decorated in the Christmas theme and residents enjoyed a traditional Christmas lunch with families and friends followed by Christmas carols.

### January '11

Mayflower acquired the Macleod Village, retirement living complex with 47 units and future plans for a co-located aged care facility.

A visit to Frankston for the sand sculptures was enjoyed, along with a walk through the scenery of the Frankston Waterfront.

### February

Mayflower turned 50! The organisation was formed on 27th February 1961 to provide a residential facility for aged people at Brighton.

### March

St Patricks Day was celebrated by residents in a sea of green.

### April

The Adelphi Players Theatre Company performed 'The Nite of the Ding Dong'. The residents were delighted with the quality of the performance.

Community clients and residents travelled by bus to Sorrento and caught the ferry to Queenscliff. Lunch was provided on the ferry followed by a scenic tour of Queenscliff.

### May

The Official Opening of the new Brighton residential aged care building by Hon Andrew Robb, Federal Member for Goldstein, on 17th May 2011 was a day to remember. The building was named after George Anderson, a former resident and major donor.

Residents attended the Tutankhamen Exhibition at the Melbourne Museum and also enjoyed a picnic lunch on the day.

### June

Final planning continued for the next stage of the Brighton redevelopment which will provide our community hub, 13 residential aged care rooms and the first 35 of 60 new independent living units.

Funds raised are used to purchase equipment for Mayflower and a happy afternoon is had by all.





## Lifestyle Program

Mayflower provides residents with an extensive lifestyle program which offers each resident an opportunity to engage and stimulate mind and body through activities.

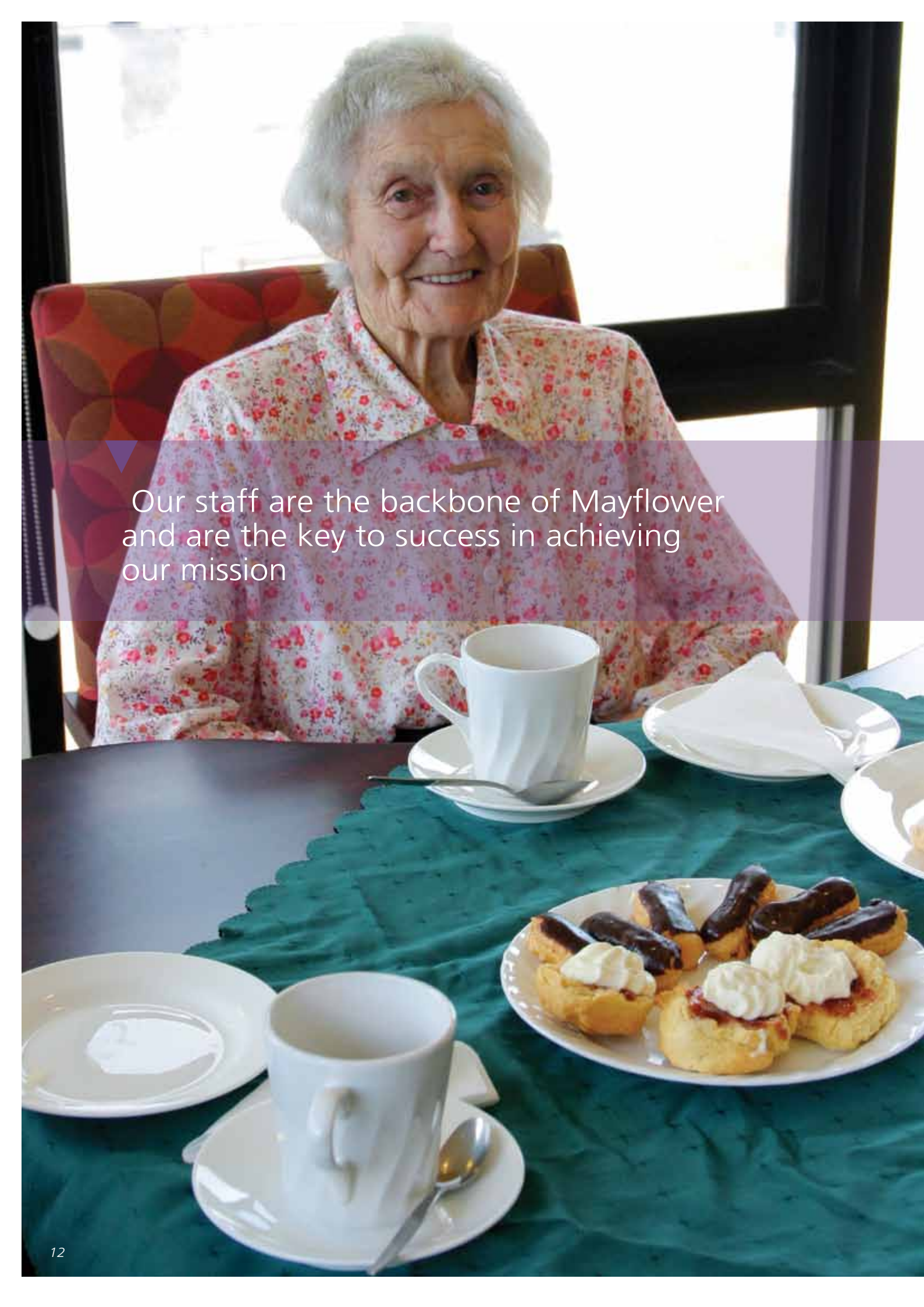
This year residents embarked on a 3 day adventure Getaway trip to Phillip Island, a day bus trip to Queenscliff by the Sorrento ferry, attended an AFL Bulldogs game, Australia Day and Anzac Day service celebrations and enjoyed shopping trips and bus trips to Puffing Billy, Dandenong Ranges, Williamstown, Port Melbourne, Government House and the Sand sculptures at Frankston.

Regular groups have formed with varied interests including a current affairs discussion group supported by resident Miriam Bourne, an art group supported by volunteer Margaret Fowler, a knitting group supported by volunteer Anna Cicuto, a scrabble group supported by volunteer Norma Symons, a card game group, that plays Hoy, supported by volunteer Bev Westcott. Betty Hall and Joyce Allan generously donate prizes for raffles and gifts to the residents.

Brighton ILU residents Patsy Martin and Josie Woodgate arrange the monthly Happy Hour for residents. Singers and musicians perform and provide great entertainment for all. Funds raised are used to purchase equipment for Mayflower and a happy afternoon is had by all.

Our Mayflower Choir meets weekly to sing together and enjoy a special time. Volunteer, Bev Westcott organises the music for the Choir.

Mayflower's lifestyle program is coordinated by our Lifestyle Managers, and is supported by a small team and our wonderful volunteers.



Our staff are the backbone of Mayflower  
and are the key to success in achieving  
our mission

## Community Program

Mayflower provides 30 Community Aged Care Packages to provide individually planned and coordinated packages of care tailored to help older people remain living in their own homes. The services provided are dependent on the needs of each person and can include personal care, social support, transport to appointments, home help, meal preparation and gardening.

The recipients of the program are in the Bayside and surrounding areas of Melbourne, and the program is coordinated by our Community Care Manager, Marilyn Moloney.

## Our Staff

Mayflower now employs 160 staff across all operations. Our staff are the backbone of Mayflower and are the key to success in achieving our mission to enrich the lives of our community through innovative and caring services, providing choice and promoting independence.

Some statistics of interest are 78% of staff are female, 87% are part-time or casual, 28% are under 30 years of age, while 34% are over 50 years of age, 67% are Resident Care staff, 25% provide Hotel services to residents, 75% have been with Mayflower for less than 5 years, while 10% have over 10 years service.

Congratulations to the following staff who have served Mayflower for over 10 years.

Sue Sharry	30 years	Shirley Clarke	15 years
Rita Bugeja	29 years	Lawrence White	15 years
Lina Borg	28 years	Angela Lentine	14 years
Gerry Bahen	20 years	Maria Bohte	14 years
Editha Adolfo	20 years	Katrina-Bridget Blair	11 years
Maureen El-Khoury	17 years	Marilyn Moloney	10 years
Alannah Rice	17 years	Shaoqi (Terry) Cui	10 years

## Our Volunteers

Mayflower has the support of a dedicated team of 65 volunteers who provide many varied services to our residents and staff. Their ongoing efforts are vital in enabling Mayflower to operate its many lifestyle programs.

The Mayflower Shoppe at Brighton provides a social hub for residents who enjoy a regular cuppa and chat. Our thanks go to Judee Stevenson and the team of volunteers who provide this vital service. Each week resident Ted Tracey and volunteer Adeline D'Souza support the residents with a mobile kiosk trolley containing various goodies and treats. The Kiosk at Reservoir provides residents with daily treats and our thanks go to resident, Rose Bryan, for helping with the kiosk.

The Mayflower buses provide residents with regular community outings, special events and a weekly trip to Southland shopping centre. Our thanks go to our valued volunteer drivers, Barry Schofield, Bob Adams and Bill Woolcock for their time and expertise in providing our residents with this much needed service.

Many of our volunteers also assist our lifestyle program with activities including Quiz groups, Mens' and Ladies lunch outings, Chapel service, Bowling, Knitting group, Pet therapy, Poetry reading, Card games, Singing group and Happy Hour. They build close bonds and friendships with our residents through this work which is extremely valuable in enhancing the residents' independence, health and wellbeing, and our thanks go out to each of you.



Many of our volunteers also assist our lifestyle program with activities including Quiz groups, Mens' and Ladies lunch outings, Chapel service, Bowling, Knitting group, Pet therapy, Poetry reading..



## Resident's Committees

Mayflower values the support and feedback from our Resident's Committees at each operation and believes in its residents having a say in the way our communities are run.

The role of the Committees is to provide staff with feedback and suggestions on ways that the services being provided can be improved. These meetings play a vital role in the day to day running of Mayflower and also fill an important social role within each operation, with the regular 'Happy Hour' functions.

Our thanks go to each of the Committee members for their efforts in representing the residents at each site, with particular thanks to Josie Woodgate at Brighton and Joselyn Owen and Jim Kennedy at Macleod.

The Brighton Residents Committee raised funds throughout the year to purchase a new Low-floor bed for the residential aged care facility and these efforts are appreciated by all at Mayflower.

## Fundraising

Mayflower would like to thank its donors for their support and generosity throughout the year. Many people, philanthropic trusts and corporations have provided us with the ability to purchase equipment and to help us provide quality aged care services to our residents.

The opening of Stage 1 of the Brighton redevelopment was greatly assisted by our donors as were the ongoing needs of Mayflower residents in each of our operations. Mayflower would like to thank the following major donors:

John and Julie Chestney  
Bell Charitable Fund  
Collier Charitable Fund  
State Trustees  
Ted Tracey  
Freemasons Charitable Foundation  
The William Angliss Charitable Fund

John Shellard  
Trust Company  
Lord Mayors Charitable Fund  
Lady Southey AM  
Les Bradley  
The Marian & EH Flack Trust  
St Michaels Uniting Church

Mayflower values the support and feedback from our Resident's Committees at each operation and believes in its residents having a say in the way our communities are run



## Financial Results

INCOME STATEMENT	2009-10	2010-11
<b>Operating Income</b>		
Resident fees and charges	3,456,054	3,964,002
Government subsidies	5,538,937	6,077,215
Other income	421,566	260,524
	9,416,557	10,301,741
<b>Operating Expenses</b>		
Resident Care	4,500,143	5,320,359
Hotel services	2,086,425	2,201,198
Maintenance & utilities	841,134	712,120
Other operating costs	1,010,729	1,083,406
Depreciation	653,641	1,308,218
	9,092,072	10,625,301
<b>OPERATING SURPLUS</b>	<b>324,485</b>	<b>(323,560)</b>
<b>Contribution from Non-operating activities</b>		
Donations, bequests & fundraising activities	215,880	186,319
Investment Income net of costs	370,405	458,066
Impairment of buildings	(2,040,773)	(467,493)
	(1,454,488)	176,892
<b>AMOUNT TRANSFERED TO/(FROM) RESERVES</b>	<b>(1,130,003)</b>	<b>(146,668)</b>
<b>STATEMENT OF FINANCIAL POSITION</b>		
<b>ASSETS</b>		
Cash & Investments	7,668,798	7,625,489
Receivables	2,159,274	4,155,513
Property, Plant & Equipment (net of depreciation)	33,085,323	41,183,692
	42,913,395	52,964,694
<b>LIABILITIES</b>		
Payables	1,405,555	976,850
Accommodation Bonds & Entry Contributions	23,136,870	32,206,984
Employee Entitlements	315,542	345,603
Borrowings from Financial Institutions	5,855,185	7,424,410
	30,713,152	40,953,847
<b>NET ASSETS</b>	<b>12,200,243</b>	<b>12,010,847</b>
<b>EQUITY</b>		
Reserves	3,334,400	3,292,672
Retained Earnings	8,865,843	8,718,175
	12,200,243	12,010,847

## Acknowledgements

Mayflower would like to thank the many individuals, organisations, trusts, schools, community groups and corporations who have contributed to Mayflower. Many have given their time and financial support to ensure Mayflower remains a vibrant and caring community delivering the best possible care to its residents.

Thanks to the many students from the following educational institutions:  
St. Leonards, De La Salle, Xavier College, Our Lady of the Sacred Heart, Bentleigh Secondary, St Finbar's Primary, St Joan of Arc Primary, Caulfield Grammar, Australian Education Academy, Carrick Institute and AMI Education. These students have provided the opportunity to extend the Lifestyle Program. The lives of our residents have been enriched by the wonderful relationships and friendships that have been made.

Mayflower would also like to thank all our other supporters for their generosity throughout the year. We are thankful for your support and both the residents and staff are grateful for the wonderful equipment your contribution has enabled us to purchase.



# Mayflower would like to thank the following supporters for their generous financial contributions

Bell Charitable Fund  
Collier Charitable Fund  
Freemasons Public Charitable Foundation  
Lord Mayor's Charitable Fund  
T Marian & EH Flack Trust  
The William Angliss Charitable Fund  
Trust Company

S J Higgins  
St Michaels Uniting Church  
Unique Steel Design  
John & Julie Chestney  
W. D. Rose  
John Allison Monkhouse  
Brighton ILU Happy Hour

Margaret Anderson  
Daniel Atkin  
Luba Badower  
Mr & Mrs E Barr  
David & Brenda Barraclough  
Millicent Barwick  
Norma Baulch  
Doreen Beatty  
Albert Betts  
Dr Vera Bowen  
Les Bradley  
Geoffrey Brearley  
Nena Brice  
Ethel Bridgford  
Irene Budge  
Iris Caldecott  
Clarissa Callander  
June Cameron  
Betty Campbell  
William Carden  
Beryl Challenger  
Harold Clifford  
Faye Coates  
Alan Cohn  
Jennifer Cook  
Mary Cooper  
Russell Cramer  
Lois Dalziel  
Dora Dance  
Judith Dance  
Gill Dawn  
Eileen Day  
Ralph & Hilda Doddrell

Neil Duncan  
Stephanie Dyer  
Edna Field  
Laurel Fimmel  
Marie Foster  
Glennis Fricker  
Jean Garrow  
Mrs G Greening  
Graham Gude  
Judith Gunnarsson  
Jean Hackett  
Lindsay Halliday  
Enid Hallister  
Leuwin Harrison  
June Harvison  
Mary Hawker  
Peter Haydon  
Eunice Hill  
Ethel Hird  
Betty Hooks  
Donald Howard  
Eileen James  
Nola Jennings  
Gaynor & Alex Johnson  
Dr Lindsay Jones  
Gordon Keam  
Monica Kean  
Bruce & Lois Keast  
Georgie Kelliher  
Patricia Kelly  
John Kelly  
Robert & Mae Kirkland  
Nessie Kluckhenn  
Wilma Kluokeri  
Gwenyth Lamble  
Joan Lamond  
Patricia Le Page  
Enez Lesser  
Ruth Lew  
Joan Lippiatt  
Sylvia Locke  
Nanette Lowth  
Joy Macdonald  
Margaret Martin  
Wally Mayell  
Christine McConnell  
Martha McPhee  
Valmai Molina  
Patricia Monaghan  
Francis Monotti

Dunstant Muller  
Dorothy Mullett  
Robert Nagle  
Joan Nicholson  
Joan Parrett  
Edith Pirie  
Yvonne Poulier  
Salome Prain  
Mavis Purcell  
Mr & Mrs R Read  
Elizabeth Ruth  
Emily Sar  
Barbara Shears  
Jack Sheehan  
John Shellard  
Roma Silver  
Brian Smith  
Esther Smith  
Dr D Smyth  
Angela Sonno  
Lady Marigold Southey AC  
Alexander & Lois Spear  
Maria Spuller  
Alexander Stewart  
Bert & Sally Stewart  
Solfrid Szymanski  
Mr A G Topp  
Bonnie Tosevski  
Ted Tracey  
Sally Trevena  
Kenneth Trezise  
Phyllis Triglar  
Patricia Turner  
Vera Tyner  
Jane Valenta  
Helen Van Leuven  
Prof Rowan Walker  
Frederick Wallace  
Judith Ward  
Anne Wardrop  
Neil Westaway  
Faye Whitehall  
Diane Whitehead  
Doreen Williams  
Clifford Williams  
Keith Williams  
Kenneth Wischusen  
Margaret Wolf  
Allen Wood  
Josie Woodgate



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