



# CARE WITHOUT COMPROMISE

ANNUAL REPORT 2014 - 2015

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## ABOUT THE MAYFLOWER GROUP

The Mayflower Group is a leading provider of residential aged care, home care and independent seniors living options with sites in Brighton, Reservoir and Macleod. The organisation has an enviable history of more than 50 years of providing responsive and innovative services that enhance independence, wellbeing and lifestyle.

### OUR VISION

Care without Compromise.

### OUR MISSION

Mayflower with staff works as one to enhance quality of life choices in all aspects of care delivery.

### OUR VALUES

#### Compassion:

We care for those in need with empathy and understanding.

#### Excellence:

We strive for quality and distinction.

#### Integrity:

We are honest, ethical and sincere.

#### Respect:

We recognise the value, uniqueness and dignity of every person.

## OUR SERVICE PROFILE

SERVICE	BRIGHTON	RESERVOIR	MACLEOD	TOTAL
Residential Aged Care	150	38		188
Independent Living Units	59	22	47	128
Home Care Packages (Level 2)	30			30

## OUR HISTORY

### 1620

When the Pilgrim Fathers set sail on the Mayflower from Plymouth England to the new world America, they were sailing to an uncertain future but with a determination to establish the best possible home for themselves and for future generations, free of religious and social bias.

### 1963

Not long after the organisation was formed, an opportunity arose to obtain land on the corner of Hampton Street and Centre Road Brighton East. The land was purchased and it became home to Mayflower's first facility which was officially opened on 14 December 1963.

### 1959

More than 300 years later, the same pioneering spirit saw the establishment of Mayflower. It was in 1959 when Reverend Sydney J Henshall, Co-minister of the Collins Street Independent Church and Chair of the Congregational Union of Victoria, in an address to the Deacons suggested the notion of a residential village for senior members of the community. The idea was strongly supported and so a Committee was established and Mayflower Homes, a not-for-profit organisation was founded.

### 2015

Mayflower has continued this proud history and created an organisation with a strong commitment to the care of the aged in our community. Our presence and reputation for responsive care has extended from Brighton to Macleod and Reservoir.

# STRATEGIC PRIORITIES & KEY HIGHLIGHTS FROM YEAR

## ORGANISATIONAL GROWTH

### Increase scope and scale of Mayflower's operations

- Completed "Redevelopment Options Feasibility Study" for Mayflower Reservoir
- Continued construction of 25 new independent living units at Mayflower Brighton

## ORGANISATIONAL EFFECTIVENESS AND FINANCIALS SUSTAINABILITY

### Secure Mayflower's financial future and ongoing viability

- Participated in industry benchmarking through "Stewart Brown Aged Care Benchmarking Analysis Survey"
- Undertook Information and Communication Technology upgrades following full audit

## PEOPLE AND CULTURE

### Improve Mayflower's staff culture

- Established new position - Staff Development and Education Coordinator
- Revised the orientation programme
- Implemented new rostering system with palm scanning technology
- Developed Human Resources Strategy for implementation next financial year

## COMMUNITY ENGAGEMENT

### Increase Mayflower's community profile

- Developed and commenced implementation of Mayflower's first Marketing and Communications Strategic Plan
- Launched new website [www.mayflower.org.au](http://www.mayflower.org.au)
- Improved marketing collateral

## SERVICE ENHANCEMENT

### Expand Mayflower's service profile

- Established pain clinic at both Brighton and Reservoir residential aged care facilities with qualified physiotherapy treating residents with chronic pain issues
- Implemented the End of Life Care Pathway palliative tool, a best practice guide to providing care for residents during the last days of their lives
- Improved resident care by enhancement of staff mix

## CORPORATE GOVERNANCE

### Plan for and secure our future

- Established Board Governance Sub-Committee
- Established Board Quality and Clinical Governance Sub-Committee
- Enhanced Annual Board performance process

## OUR PATRON'S MESSAGE

It is with great delight that I write this year's message at the perfect time to congratulate the Mayflower Group Board of Directors, Executive and Senior Management Team and the entire staff on the successful accreditation outcome for both Mayflower Brighton and Mayflower Reservoir residential aged care facilities.

We are told that our population is ageing therefore providing quality aged care is a critical element in the delivery of such an important community service. This essential element is underpinned by sound leadership and management and includes a commitment to continuous improvement, robust systems and processes and resident-focused care. By its actions Mayflower demonstrates its commitment to their Vision of providing 'Care without Compromise'. Accreditation is a formal and important recognition of the Mayflower Group's dedication to delivering the highest achievable standard of care for all their residents and I commend everyone on the successful outcomes which is a testament of the organisation's goal to be a provider of choice within the sector.

Other activities have also been keeping the Mayflower Group extremely busy. Towards the end of 2015, I am looking forward to visiting Mayflower Brighton when the Stage Three Development Project is completed and ready for occupation. This phase sees the finalisation of construction of 25 additional state-of-the-art independent seniors' living units to the 35 independent living units which I had the privilege of officiating at the opening of that project, in December 2013. With independent units at Brighton, Reservoir and Macleod, Mayflower continues to enhance its commitment to seniors living by providing these residents with lifestyle choices in a secure and welcoming environment.

Over the past twelve months, in an industry that is experiencing constant change and many challenges, much has been achieved by the Mayflower Group. This report will provide you with an insight into these activities and highlight how much has been done to maintain Mayflower's reputation as a responsive and innovative

aged care provider. This is why I feel a great sense of pride to be the Patron of Mayflower and praise the contribution of every member of the Mayflower community. As the Mayflower Group is a not-for-profit entity, this contribution includes the many supporters of the organisation who I encourage to continue their generosity whether in kind or via much appreciated financial support, as it has an important and positive impact on the wellbeing of seniors entrusted to Mayflower's care.

**Lady Southey AC**





## OUR CHAIRMAN AND CHIEF EXECUTIVE REPORT

For the Mayflower Group the past year has abounded with energy and enhancements. Like all aged care providers across the nation, we commenced the new financial year with the adoption of the federal government's aged care reforms which were implemented from 1 July 2014.

These reforms did not, and will not, change our commitment to excellence in the provision of care for our residents or the way Mayflower operates. Instead these reforms have resulted in clients making more of a contribution to their care including the way clients apply to enter aged care facilities and the fee and charges structure involved as set out by the federal government.

While Mayflower started this year in the midst of turbulent change, we finished it in great celebration with the successful accreditation of the Mayflower Group's residential aged care facilities through the Australian Aged Care Quality Agency (AACQA). In May 2015, Mayflower Reservoir achieved 44 out of 44 expected outcomes with positive feedback from the Agency in relation to the team's attention and responsiveness to our residents.

Close on the heels of Reservoir's result, one month later in June, Mayflower Brighton also achieved all 44 expected outcomes. The feedback received from the Agency was focused on an acknowledgement of the significant amount of work

that had been done, and will continue to be done, to ensure that Mayflower residents receive the highest achievable standard of care and service in an environment that is underpinned by our commitment to continuous quality improvement.

The success of these accreditation visits could not have been achieved without our staff. These outcomes only result from the efforts of a team who are committed and driven to do their best for the residents entrusted to our care and for this we are truly grateful. The accreditation outcomes were also a testament to our collective and ongoing efforts constantly throughout the year to actively strive to achieve the Mayflower Group's Vision of providing '**Care without Compromise**'. We also continued to work on embedding our Values through the behaviours that we aspire to - **Compassion, Excellence, Integrity** and **Respect**.

Our Home Care Packages program also underwent a quality review by the Department of Social Services with a successful outcome and positive comments with similar sentiments in terms of the high quality of care delivered through this service.

Meanwhile business as usual was maintained at all Mayflower sites with integral management oversight. At Mayflower Brighton the construction of Henshall Close, Mayflower's Stage Three Development Project,

consisting of 25 new independent living units, continued and is well on track for completion by December 2015. The potential redevelopment of the Mayflower Reservoir site is still under consideration by the Board with further investigations taking place which will inform future decisions. While at our leafy Macleod village, we welcomed a new onsite coordinator.

In conjunction with accreditation preparations, general operations also powered on, initiating changes and achieving a vast array of initiatives to enhance systems and build onto the solid foundation already established across the organisation. These initiatives included: the recruitment of a new Care Manager for Mayflower Brighton, the implementation and appointment of the new role of Staff Development and Education Coordinator, the launch of a new re-energised website, the strengthening of Human Resources and Information and Communication Technology systems and a significant wave of quality improvements too many to mention in this report.

At a governance level the Mayflower Group has had two changes in this leadership group with the retirement from the Boards of Mayflower Brighton and Mayflower Reservoir of Mr Peter Norman OAM in October 2014 after 19 years, several of those in the role of Chairman, and Mr Bruce Legg in February 2015, having joined the Board in 2002. Both these

## OUR CHAIRMAN AND CHIEF EXECUTIVE REPORT

individuals have made a significant contribution to the stewardship and governance of Mayflower and have positively impacted on the growth and the development of the organisation to what it is today. On behalf of everyone at Mayflower we would like to acknowledge and thank both Mr Norman and Mr Legg for their valued service.

Amid the operational and financial challenges that pertain to aged care, for the 2014-2015 financial year the Mayflower Group achieved an operating surplus of \$1.6 million, however, an independent valuation was conducted as at 30 June 2015 and the Reservoir Building was valued at \$215,000 on the basis of market value. An impairment of \$1,172,715 has been recognised. The overall financial management of the organisation within a changing landscape is challenging and continuous oversight and monitoring of all aspects of the business are required to ensure that financial performance meets and/or exceeds the required targets.

The Mayflower Group is continuously striving to meet its Strategic Plan Priorities and over the past year, the Executive Management Team has reviewed opportunities for growth and implemented service enhancements, improved operational and reporting systems, enhanced the Mayflower brand and strengthened governance processes. The changing landscape



**Trevor Martyn**

Chairman

of the aged care sector requires organisations such as Mayflower to be vigilant by constantly monitoring and acting proactively to meet the demands relating to meeting client expectations, government policy and legislation and workforce issues.

Together as the Chairman and Chief Executive of the Mayflower Group, we wish to formally acknowledge the current Board of Directors and Executive Management Team for their dedication and invaluable contribution during the year, providing the oversight and leadership needed to guide and strengthen the organisation going forward. In addition we would like to express our sincere appreciation to our staff in all services across our sites. These dedicated staff are our most crucial and valuable resource in the provision of high quality and responsive care delivery and the

**Rosa Ginevra**

Chief Executive

Mayflower Group is grateful for the contribution each and every team member makes to achieving this through their ongoing commitment to our residents' wellbeing.

Finally we would like to thank all our volunteers, our donors and our supporters for their generosity to the Mayflower Group. As a not-for-profit provider we could not deliver the high level of quality care to our residents without the support of these individuals and organisations; whether it is through financial, in-kind or volunteering assistance, each minute, dollar and donation counts a great deal.

## RESIDENTIAL AGED CARE

Through our residential aged care services at Brighton and Reservoir, Mayflower is committed to providing holistic care options that meet the needs of our residents, and their families, in relation to individual clinical, physical, social, spiritual and emotional support. Ultimately, our aims are to promote and maintain the independence, lifestyle and social relationships of our residents in a secure and harmonious environment.

For our residential aged care services, the year started with a significant focus on the adoption of the federal government's new aged care reforms, which commenced on 1 July 2014. For us this involved changes to our admissions processes, the implementation of new resident agreements and uploading and ongoing maintenance of our service information on the government's My Aged Care website. For the people entering aged care there were changes to the application process and the method by which fees and charges are calculated.

To help our prospective new residents understand the new reforms and the process surrounding admission into aged care, we invested in a personalised aged care quotation system. This system provides prospective residents and their relatives with information relating to accommodation and fee structure options, outputting quotes with the costs for their consideration.

The year concluded with the successful accreditation of both our Mayflower Group residential aged care facilities through the Australian Aged Care Quality Agency. On 20 May 2015 Mayflower Reservoir achieved 44 out of 44 expected outcomes while Mayflower Brighton also achieved a similar result on 18 June.

The feedback received from the agency was very positive, in particular in relation to the Mayflower staff's attention and responsiveness to residents and there was an acknowledgement of all the work that is being done and will continue to ensure that our residents receive the highest standard of care.

There were many other highlights within the walls of our residential aged care facilities at both sites during the year including, but not limited to:

### MAYFLOWER BRIGHTON

- We emphasised our commitment to being a learning organisation through staff education as a vehicle for the provision of the highest achievable standard of care by the establishment of the position of Staff Development and Education Coordinator.
- Our meaningful 'This is your life' partnership program with St Finbar's Primary School in Brighton East was incorporated into their Grade Six curriculum. This program involved many sessions with more students listening to residents reminisce about their lives, resulting in the students' production and presentation of biography books for the resident's keepsake.
- After a relationship spanning many years of visiting Mayflower Brighton, our pet therapy partners Delta Dogs interviewed our residents about their time with volunteer person Megan and volunteer pet dog Pearl. Their moving contributions were published in the book titled "Dogs that make a difference" which is available from Angus & Robertson stores nationwide.

### MAYFLOWER RESERVOIR

- Our somewhat "weathered" courtyard at Mayflower Reservoir received a makeover courtesy of Brite Plants with the welcome assistance of volunteer labourers consisting of staff and family representatives. The area was in desperate need of some care and attention and what has been created is a new outdoor space with a sensory garden for the pleasure and enjoyment of our residents.
- We received funding from the Lord Mayor's Charitable Foundation for the purchase of multi-media devices to enhance our lifestyle program thus enabling residents to access and engage with culturally diverse online content.

Meanwhile across Mayflower Brighton and Mayflower Reservoir we strengthened our aged care services especially in the area of palliative care for residents, through the implementation of the End of Life Care Pathway tool, a best practice guide to providing care for residents during the last days of their lives. We also established a dedicated pain clinic at each facility where residents suffering from chronic pain are treated by qualified physiotherapists in an appropriate environment.

Mayflower's focus is to ensure that our residents are provided with responsive and innovative care which is in line with industry best practice. We maintain relationships within our aged care networks to ensure that we are up to date with industry trends and implement best practice models based on sound evidence based research.





**RESIDENT**

**PROFILE**

**PAUL ASHLEY**

**SITE:**

Mayflower Brighton

**SERVICE:**

Residential Aged Care

**AGE:** 94

**TIME AT MAYFLOWER:**

More than two years

**"WE WERE  
VERY LUCKY TO  
HAVE FOUND  
THIS PLACE. MY  
SON LOOKED  
AT 10 OTHERS.  
MAYFLOWER IS  
THE BEST."**

Supporting and maintaining quality of life and independence for seniors living at home is an essential service option. The Mayflower Group works in partnership with clients to achieve this objective through our Home Care Program. Mayflower has 30 Level Two Home Care Packages which are managed from our Brighton site.

In October 2014 our Home Care Program underwent a successful quality review by the department of Social Services. Eleven clients and relatives participated in the process by providing feedback to the department on their experience of the effectiveness of Mayflower's Home Care services delivery model. The outcome of the review was positive in all aspects including client comments which showed a high level of satisfaction with the service.

For our Home Care Program, a major focus for this year has been on preparing for the federal government reforms to come in to effect from 1 July 2015 when all Home Care Packages will be offered on a Consumer Directed Care (CDC) basis. The government describes CDC as *a new way of delivering services that allows consumers to have greater control by making choices about the types of home care services they access, including who will deliver the services and when. Under the CDC approach, clients will be encouraged to identify goals, which could include independence, wellness and re-ablement.* Building on what clients can do rather than focusing on what they can't is the intended emphasis.

During the lead up to the rollout of these reforms we kept current clients up-to-date throughout the year on what the changes would mean for them using a number of communication tools. These tools included information sessions, mail outs and one-on-one discussions with our expert case managers.

Going forward clients will have the ongoing opportunity to work with Mayflower, an approved provider, in the design, implementation and monitoring of a CDC approach.

CDC supports clients being provided with an individualised and personal budget so that they can see how their package funds are being spent as well as the availability of these funds for the required services. The client also has the right to use the budget to purchase a range of services of their choosing including the supplier of that service.

To gain access to a package in the first instance, individuals must be assessed against a set of eligibility criteria by a member of an Aged Care Assessment Team (ACAT), or in Victoria, an Aged Care Assessment Service (ACAS). In addition individuals are means tested to ensure that the appropriate fee structure is in place. If the person is deemed eligible then they are directed to the home care providers in their local area, including Mayflower for Bayside suburbs and surrounds.

As with our Independent Seniors Living residents, another key feature and value-adding aspect of our Home Care Program presented this year regarding those clients who required transition into residential aged care. These individuals were assisted in this process with minimal disruption and stress.





**CLIENT**

**PROFILE**

**JUNE FLOOD**

**SERVICE:**  
Home Care

**AGE:** 92

**TIME WITH  
MAYFLOWER:**  
Three years

**"MARILYN AND  
DIANE FROM  
MAYFLOWER ARE  
MARVELLOUS, I  
COULDN'T LIVE AT  
HOME WITHOUT  
THEM. THEY DO ALL  
THE WORRYING  
FOR ME."**

## INDEPENDENT SENIORS LIVING

The promotion of independence and lifestyle choices in a secure and welcoming environment are key features of the Mayflower Group's seniors living options across all three Mayflower locations; Brighton, Macleod and Reservoir.

The most significant focus for this year at Mayflower Brighton was the continued construction of 25 new state-of-the-art, architecturally designed independent living units on track for completion by the end of 2015. The precinct called Henshall Close has an impressive frontage on Grant Street Brighton East and consists of two or three bedroom units with two bathrooms, private outdoor terraces and secure underground car park with storage cage. To ensure that we protect our environment for future generations, this development has been designed according to strict eco-friendly specifications so as to achieve an average 6 Star Rating on completion.

The Rodda and Dixon Terraces at Mayflower Brighton have also been under the microscope this year as we completed a condition report with a view to refurbishing these older style one bedroom units. The proposed upgrade includes new bathrooms and kitchens with the project set to start in the second half of 2015.

Meanwhile at Mayflower Macleod, the relatively new Community Hub space proved to be a popular and busy venue for resident meetings, movie nights and the in-house Craft Group. The Hub is where residents meet to knit and sew beautiful teddy bears to raise funds for children charity organisations. The strong community spirit of Macleod also reverberated through monthly happy hour catch ups organised by residents.

This year the Mayflower Reservoir current independent living residents continued to be part of that community joining in activities with their aged care resident neighbours including a very successful Trash 'n Treasure day which was a big success.

Resident Committees at all sites continued to be very active with regular meetings and a broad range of discussion topics. The Resident Committee members were diligent in their representation of their fellow residents portraying a great sense of responsibility and energy. Annual General Meetings were held for all sites and attended by representatives of the Mayflower senior management.

Across the organisation, the past year provided us with even more evidence of the value of the collocation of independent seniors living with residential aged care, which is a unique feature of both Mayflower Brighton and Mayflower Reservoir. This factor was demonstrated, as a number of our independent residents transitioned into our residential aged care facilities as their needs increased. This change was achieved smoothly and sensitively with the involvement of family representatives and Mayflower staff. It has also proved to be the resounding reason why independent residents choose seniors living at Mayflower over anywhere else.





**RESIDENT**

**PROFILE**

**EILEEN VAUGHAN**

**SITE:**

Mayflower Macleod

**SERVICE:**

Independent Seniors Living

**AGE:** 100

**TIME WITH  
MAYFLOWER:**

Since 2008

**"I ENJOY THE  
CAMARADERIE  
FEELING AMONGST  
MY NEIGHBOURS  
HERE. IF I DON'T  
PULL UP MY BLINDS  
IN THE MORNING  
THEY CHECK TO  
MAKE SURE I'M  
ALRIGHT!"**



# OUR PEOPLE

## OUR EXECUTIVE TEAM

**Rosa Ginevra**  
Chief Executive

**Dione O'Donnell**  
Executive Director,  
Corporate Services

**Andrew Venosta**  
Executive Director,  
Aged Care and Seniors  
Living

## OUR BOARD OF DIRECTORS

**Trevor D Martyn**  
BEng, Member of Institute  
of Company Directors

**Chairman**  
**Board Member since 2008**

Owner and former  
Managing Director of FBT  
Operations (VIC) Pty Ltd,  
Director of Driver  
Education Centre of  
Australia

Chairman of Australian  
Trucking Association  
Executive Chair of Global  
Air Ambulance

**Peter W Norman OAM**

**Vice Chairman**  
**Board Member since 1995**  
(until October 2014)

Member of Planning &  
Development Committee

**Bruce J Legg**  
FCA, B.Comm. (Melbourne)

**Company Secretary**  
**Board Member since 2002**  
(until February 2015)

Member of Finance, Risk &  
Audit Committee, Planning  
& Development Committee  
and Quality & Clinical  
Governance Committee

**Jane Boag**  
B.App. Sc. Occupational  
Therapy; Grad Dip Cty Hlth.

**Board Member since 2014**

Chair of Quality & Clinical  
Governance Committee

Member of Governance  
Committee

Principal Advisor - Own  
Consultancy Service

Former General Manager  
of Benetas

Head of Government  
Relations at Australian  
Unity and Executive  
Manager with TAC

**David G Henshall**  
B.A., LL.B.

**Board Member since 2006**

Chair of Planning &  
Development Committee  
and member of Quality  
& Clinical Governance

**Alan K Kempton**  
CPA

**Board Member since 1997**

Chair of Finance, Risk &  
Audit Committee and  
member of Planning &  
Development Committee

Former Business Manager  
of Jewish Care (Victoria)  
Inc 1989-2006

**Stuart McIntyre**  
Bachelor of Science (Melb),  
Graduate Diploma in  
Accounting (Deakin), CPA.

**Board Member since 2012**

Member of Finance,  
Risk & Audit Committee

Retired Corporate  
Executive, Chairman  
BayCISS

**Anthony W Mutton**  
Grad. Dip. Aged Services  
Management, Assoc. Dip  
Business Studies.

**Board Member since  
May 2003**

Member of Governance  
Committee and Finance,  
Risk & Audit Committee

## OUR CORPORATE SERVICES

The Mayflower Group's Corporate Services is the essential back-of-house engine room encompassing finance, human resources, facilities management, administration, environmental services, marketing, fundraising and information technology across all our sites and services. The successful operation of these elements which comprise corporate services enables the Mayflower Group to deliver our diverse range of aged care services and significantly contributes to Mayflower achieving our Vision, Mission and Strategic Priorities.

This year the Mayflower Group continued to consolidate our organisational wide corporate service functions with the focus on strengthening Mayflower's human resources, information and communication technology and marketing. In addition, a full evaluation of our facilities management was conducted resulting in the outsourcing of our maintenance and, in turn, with a premium service being delivered at all sites.

Our environmental services continued to deliver an exceptional cleaning and laundry service throughout our aged care facilities. At Brighton, the sound reputation of the staff and service quality stimulated a broader demand for access to these hotel-like services specifically from our independent living residents. These services are now offered for a low fee.

The ongoing construction of Stage Three's Henshall Close independent living units at Mayflower Brighton continued to require constant and careful oversight and planning, with the completed project due late 2015, showcasing exceptional seniors' accommodation. Henshall Close coupled with the detailed investigation of potential redevelopment options for Reservoir remained foremost on the agenda from a corporate services perspective.

Meanwhile we also continued to adhere to robust financial processes to ensure the effectiveness and sustainability of the Mayflower Group's finances and performance.

### MARKETING

The Mayflower Group's first Marketing and Communications Strategy was developed early in the year and implementation soon followed with the goal of increasing organisational or 'brand' awareness in order to generate ongoing sales and admissions interest as well as increasing independent income through fundraising activities and community engagement.

One of the priority projects was the complete redevelopment of the Mayflower website. Going live in February 2015, our new website showcases Mayflower's services and facilities, promotes our Vision of '**Care without Compromise**' and includes all the ways the community can support Mayflower. Within two months of the site going live we had had more than 3000 visits and received lots of positive feedback from current and prospective residents and staff members alike.

Also this year a specific and successful Sales and Marketing Strategy for the Brighton Stage Three Units was developed and implemented. The strategy employed a range of marketing activities including print and online advertising to generate interest in this style of accommodation from potential new purchasers. This project is set to continue as construction nears completion in December 2015 with the aim of leasing the remaining units.

### INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

The reliance on information and communication technology is a critical success factor for organisations. To ensure the most efficient and effective ICT systems are in operation, the Mayflower Group made significant investment in the following projects this year:

- Completion of a full IT Audit with recommendations put forward and upgrades made accordingly including network design refinement and core switch, internet service and wireless network upgrades
- Installation and commissioning of access control systems to increase security at the Brighton site
- Entering into a Managed Services Agreement with an expert external organisation to provide more stable and structured support for our core systems that provide the base for data storage and security

The completion of these projects ensures the Mayflower ICT network is stable and allows for future expansion and simplified upgrades of equipment as the need arises. Meanwhile we commenced the integral development of an ICT Strategic Plan and Disaster Recovery Plan which is to be finalised early in the new financial year.

## OUR CORPORATE SERVICES

### HUMAN RESOURCES

Recognising that staff is one of Mayflower's most valuable resources, we have remained committed to staff and their wellbeing. This focus has included the establishment of, and recruitment to, the new position of Staff Development and Education Coordinator. The implementation of this role reinforces and strengthens our aim to be a learning organisation and demonstrates our dedication to the ongoing professional development of our entire staff group to ensure their job satisfaction and the delivery of quality care outcomes for our residents. The Mayflower Group continued to provide all staff access to an Employee Assistance Program. This service provides staff with confidential counselling services to obtain support for both work and/or personal related issues with the cost of a number of sessions being borne by Mayflower.

During the year we invested in a new Human Resources system to provide superior reporting and we established a new rostering system, including replacing timesheets with palm scanning technology for signing on and off.

We also commenced the development of Mayflower's Human Resources Strategy to support our overarching strategic goal of becoming an employee of choice in the sector.

**TOTAL STAFF AS AT 30 JUNE 2015:  
190 INCLUDING FULL-TIME,  
PART-TIME AND CASUAL**







**STAFF**

**PROFILE**

**RITA BUGEJA**

**SITE:**  
Mayflower Reservoir

**SERVICE:**  
Catering

**TIME WITH  
MAYFLOWER:**  
33 years

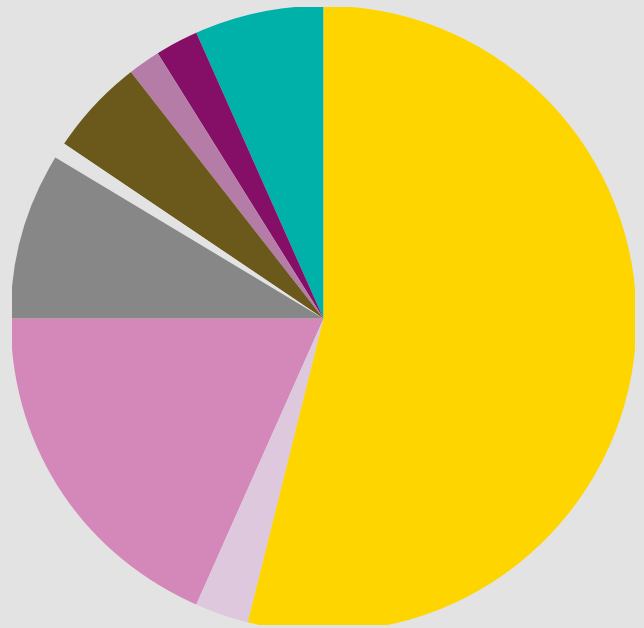
**"I REALLY ENJOY  
WORKING AT  
MAYFLOWER WITH  
THE RESIDENTS.  
IT'S LIKE LOOKING  
AFTER FAMILY."**

## OUR FINANCIALS

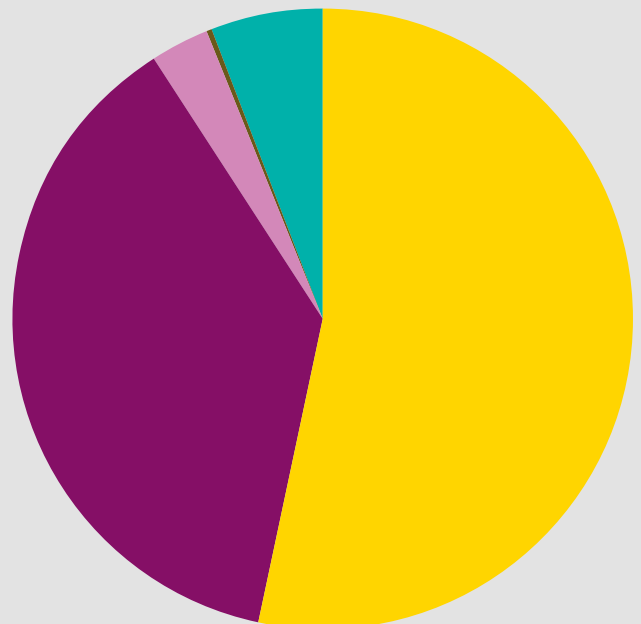
### OPERATING RESULT FOR THE PERIOD

For the 2014-2015 financial year the Mayflower Group achieved an operating surplus of \$1.6 million, however, an independent valuation was conducted as at 30 June 2015 and the Reservoir Building was valued at \$215,000 on the basis of market value. An impairment of \$1,172,715 has been recognised.

EXPENSES	2015	2014
Employee Benefits	53.9%	62.7%
Administrative	2.9%	3.6%
Depreciation and Amortisation	18.3%	12.0%
Catering	8.6%	7.7%
Contract Cleaning	0.7%	0.8%
Repairs and Maintenance	4.9%	3.6%
Supply	1.8%	1.8%
Utilities	2.3%	2.7%
Other	6.4%	5.1%



REVENUE	2015	2014
Government	53.6%	52.9%
Residents Fees	37.5%	41.4%
Interest / Dividends Received	2.9%	2.2%
Donations	0.2%	1.4%
Other	5.8%	2.1%







**FINANCIAL SUPPORTER**

## PROFILE

**SITE:**

Mayflower Reservoir

**SERVICE:**

Residential Aged Care

**SUPPORTER:**

Estates of the Late Edward John Howe and the Late John William Flemming through Perpetual Trustees

**CONTRIBUTION:**

Funding to replace our 15 year old bus with a brand new one, fitted with an electric step and conversion for wheelchair access.

**"WHEN THE RESIDENTS COME BACK FROM THEIR TRIPS ON THE BUS THEY'RE ALWAYS SO UPLIFTED AND FULL OF STORIES."**

Robert Gvojic,  
Care Manager,  
Mayflower Reservoir

## OUR SUPPORTERS

The Mayflower Group would not be the organisation it is today without the generous support of donors, businesses, philanthropic trusts and foundations, volunteers, community groups and schools. We are grateful to these supporters for contributing much needed assistance to Mayflower.

### FINANCIAL SUPPORTERS

As a not-for-profit charitable organisation we rely on the financial support of individual donors, groups, businesses and philanthropic trusts and foundations. All money raised is directed to helping enrich the lives of our residents in a number of ways such as the purchase of medical equipment, lifestyle activities, implementing new programs/ services and more.

This year we would like to thank all our financial donors, with special thanks for the significant support of:

- Estates of the Late Edward John Howe and the Late John William Flemming managed by Perpetual Trustees
- Lord Mayor's Charitable Foundation
- Bell Charitable Fund
- Lady Southey AC
- King Family Foundation

### SCHOOLS

The presence of young people in our aged care facilities is a source of great happiness and joy to our residents. The interaction and friendships that can be formed are of mutual benefit to young and older people alike.

This year Mayflower was very fortunate to have the ongoing support of many local primary and secondary schools at both Brighton and Reservoir. Our lifestyle calendar includes an array of activities involving school students. These programs are warmly anticipated as well as having a high level of resident participation.

Thank you to all the schools, the teachers and students, for their contribution to enhancing the welfare and wellbeing our residents.

### VOLUNTEERS

The Mayflower Group could not deliver the level of quality and compassionate care to our residents without our extensive team of dedicated Volunteers. This year more than 80 Volunteers gave generously of their valuable time and energy to enrich the lives of Mayflower's residents in a variety of meaningful ways.

As a small token of Mayflower's appreciation we held a celebration luncheon for all our Volunteers during National Volunteer Week which occurred in May 2015. Volunteers from all sites were represented; Brighton, Macleod and Reservoir.

As the theme of the week was 'Give Happy. Live Happy', it was fitting to see everyone smiling and happy as they dined on a delectable buffet feast befitting of the best Melbourne restaurants. In addition, attendees enjoyed the company of fellow volunteers and Mayflower senior staff.

Mayflower is privileged and very fortunate to have such a committed group of people who actively contribute to the Mayflower community. The Mayflower Group would like to thank all of our Volunteers for your support this past year and look forward to your continued contribution.









**VOLUNTEER**

**PROFILE**

**JUDEE STEVENSON**

**SITE:**

Mayflower Brighton

**SERVICE:**

Residential Aged Care

**TIME WITH  
MAYFLOWER:**

16 years

**"I STARTED BY  
WANTING TO  
GIVE SOMETHING  
BACK TO THE  
COMMUNITY. I AM  
VERY PASSIONATE  
ABOUT  
MAYFLOWER,  
I LOVE SEEING THE  
RESIDENTS ALL  
THE TIME."**

## SUPPORT US

As a not-for-profit charitable organisation we rely on the generous support of donors, philanthropic trusts and foundations, businesses, community groups, schools and volunteers. Regardless of their specific assistance, each and every supporter is pivotal to our ongoing ability to deliver excellence in aged care services to our residents. Our supporters and volunteers are integral to life at Mayflower and we welcome and invite others to join this team of giving spirited supporters.

There are a number of ways you can support Mayflower including:

### MAKING A DONATION

All donations made to the Mayflower Group are tax deductible and go directly to helping enrich the lives of our residents including the purchase of vital equipment including bed hoists, new arts and craft equipment for our lifestyle program and upgrades to our dementia specific wing at Mayflower Brighton.

### LEAVING A GIFT IN YOUR WILL

As well as taking care of your family, you can leave a gift to the Mayflower Group in your Will which enables Mayflower to continue its Vision of providing '**Care without Compromise**' and is an investment in the continued wellbeing of our residents in your honour.

### FUNDRAISING

Your school, community group or workplace can fundraise for the Mayflower Group by organising a raffle, casual day, trivia night or chocolate drive with all proceeds being donated to assist Mayflower residents.

### VOLUNTEERING

We have an extensive volunteer program, so if you have the time, passion and want to give back to the community we would welcome you at Mayflower. You'll have the opportunity to work with residents and have a real impact on their lives, providing a sense of satisfaction for residents and yourself alike.

### SCHOOLS

Mayflower continues to welcome school visitation. Our residents and staff appreciate and value the contribution of students to the lifestyle programs in our facilities.

**For more information on how you can help please call us on 03 9591 1100 or visit [www.mayflower.org.au](http://www.mayflower.org.au).**





**MAYFLOWER BRIGHTON  
INCLUDING CORPORATE OFFICE**

7 Centre Road  
Brighton East VIC 3187  
T: 03 9591 1100  
F: 03 9593 1248  
ABN 57 004 507 644

**MAYFLOWER MACLEOD**

Highview Crescent  
Macleod VIC 3085  
Via Brighton  
T: 03 9591 1100  
F: 03 9593 1248  
ABN 73 130 299 544

**MAYFLOWER RESERVOIR**

56 Elliot Street  
Reservoir VIC 3073  
T: 03 9460 2480  
F: 03 9462 3695  
ABN 73 130 299 544

**INFO@MAYFLOWER.ORG.AU  
WWW.MAYFLOWER.ORG.AU**