

## Video transcript: End of Year message from Rohan Braddy, CEO

Hi, Rohan Braddy here.

We made it! It's the end of 2020!

As the year draws to a close, I'd like to take a moment to reflect on what it's meant for Mambourin.

I'd like to start by thanking you all for your adaptability and understanding this year.

How many times through 2020 did we hear "we are all in this together?"

I don't know about you, but I found this didn't ring true.

I personally knew people who were deeply impacted by COVID and were doing it really, really tough.

But I also knew people whose businesses had boomed as a result of the pandemic.

Some relished the opportunity to work from home while others hated it.

Then there were those who didn't have the option at all and had to continue to work in high-risk areas like our health workers.

Maybe a better saying would be 'we are all sailing the same stormy sea, but some of us are in leaky dinghies while others are in luxury ocean liners.'

This sense of different impacts on different people also applied across Mambourin.

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At an individual level, I felt terribly sad for the many staff who had their hours cut because of hub closures, and all of our customers who didn't get the supports they so desperately needed, which in turn impacted on families and carers.

With people struggling so much, often in really difficult circumstances, it made it all the more amazing to witness the whole Mambourin community rise to the challenge and show resilience, quality and commitment.

Staff hung in there and just kept stepping up and 'putting the person first'.

Community members adapted and learnt new things.

Everyone just made the most of it, and in many cases really shone as a result.

Of course, it wasn't all doom and gloom, as I mentioned earlier.

At an organisational level, the temporary JobKeeper wage supplement supported us financially.

Our Mambourin Business Solutions, although impacted at times and with some commercial customers, more or less rocked on throughout the pandemic.

I personally observed our MBS staff, garden crew, warehouse workers, and

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trainees doing remarkable things.

In fact, they took out the Victorian Training Awards in the medium business category for 2020 – incredible given the circumstances that they were operating under for much of the year.

So, as the heavy veil of restrictions continues to lift,

the weather warms up,

people return to service in huge numbers,

and with a vaccine on the horizon, I am very happy to say,

the future is looking bright again.

We certainly have many exciting things in store and we can't wait to share them with you.

I'd like to take this opportunity to wish every member of the Mambourin community a peaceful and relaxing festive season, and a Happy New Year.

Bring on 2021!