



ANNUAL REPORT

2020-21



**MYVISTA CARES FOR
OLDER PEOPLE FROM
MANY DIFFERENT
CULTURAL BACKGROUNDS,
HELPING THEM TO ENJOY
THEIR LIVES TO THE FULLEST.**



MYVISTA
OUR HERITAGE IN HARMONY

**RETIREMENT LIVING
AGED CARE**

**MEDICAL CENTRE
PHYSIO/GYM
PHARMACY
PATHOLOGY
PODIATRY
HAIRDRESSER
CAFE**

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The MYVISTA Board at the opening of the Mirrabooka Development. Left to right Danny Kuzmanovich (retired), George Naoum, Nick Catania, Angelo Scatena, Tony Vallelonga (Board Chair), Bernard Martinovich, Irene Mooney (CEO), Pamela Iseppi.

About MYVISTA

MYVISTA is a community based not-for-profit provider of residential aged care, retirement living communities and home care services. It embraces all cultures as it cares for older people from many different cultural backgrounds, helping them to enjoy their lives to the fullest.

It offers two different but equally excellent retirement and aged care settings, as well as a home care service to assist older people maintain their independence and confidence at home.

It is a fully accredited aged care provider organisation that works in partnership with individuals and their families to give them the support they need as they manage getting older.



OUR Purpose

Providing culturally appropriate care for the aged.

OUR VISION

To be the preferred provider of culturally appropriate services to older people within the community.

OUR VALUES

Respect

We show consideration and thoughtfulness for the feelings, wishes, rights and differences of others.

Care and Love

We approach and treat everyone with an open mind and show an understanding of their thoughts, feelings and past and present experiences.

Contribution

We improve and add value to the care and services we provide, which includes embracing and appreciating what others have given or shared.



OUR HISTORY

MYVISTA was established by a group of Perth based cultural clubs whose members had migrated to Perth from Italy, Macedonia and the former Yugoslavia.

These forward thinking individuals shared a desire to provide culturally appropriate care for the ageing members of their communities. The Stirling Ethnic Aged Home Association was incorporated in 1991 and a 40 place residential aged care facility in Balcatta was opened in 1994 on land initially leased from the City of Stirling. In 2009 the land on which the Balcatta site stood was transferred freehold to MYVISTA and in October 2010 a further 62 aged care places and a 43 villa retirement village next door opened.

MYVISTA purchased the Mirrabooka site in 2015 with construction of the development beginning in 2018 and operations commencing in May 2020. MYVISTA's Home Care support service began operations in 2010 complementing its aged care by assisting elderly people to maintain their independence and confidence while living in their own home.

Today MYVISTA continues to welcome people from all cultures while its heritage and multicultural spirit continues to shine through in its staff and the care they provide.

The organisation trades under the name MYVISTA to honour our multicultural heritage.

M Y V I S T A

Mirrabooka Development Overview

MYVISTA's \$62 million Mirrabooka development project was completed and commenced operating in May 2020 ahead of being formally opened in April 2021 (delayed due to COVID).

The Mirrabooka development offers a contemporary and well regarded model for aged care which includes 45 retirement living apartments, commercial tenancies (medical, physio, gym, chemist and café), a 112 place residential aged care facility over four levels as well as corporate offices, all within a single site that is well integrated into the vibrant multicultural community in which it is located.

MYVISTA Mirrabooka doubles the organisation's capacity to meet the needs of older people seeking support that respects and celebrates their cultural diversity. It is a significant social, cultural and economic asset to the residents of the City of Stirling that has been made possible through the efforts of a highly committed Board of Directors who have volunteered their time.

MYVISTA extends its thanks to all those involved in the planning, funding, construction and commissioning of the Mirrabooka Development.

Architect

Silver Thomas Haley

Project Manager

Total Project Management

Builder

Pindan

Project cost

\$62 million

Financial Services

NAB



45

retirement living
apartments



112

place residential
aged care facility



4

commercial
tenancies



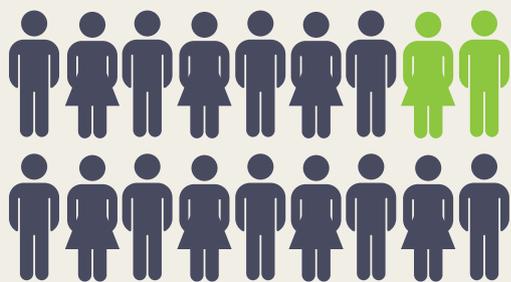
vibrant

multicultural community

*Life member Mary Musin
with the plaque unveiled
at the opening*



MYVISTA Snapshot



225
total people employed



64

Home Care clients supported during 2020-21

88

units of retirement accommodation

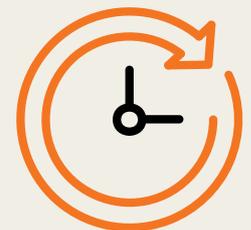


12

Dementia memory support specific places offered

214

aged care places available at June 30



3466.65

hours of on-site training conducted

Chair & CEO Report



The 2020–21 financial year has been a landmark one for MYVISTA.

We celebrated the official opening of the Mirrabooka Development while we continued to operate in a climate of significant challenges for the aged care sector. With the completion and commissioning of the Mirrabooka Residential Aged Care Facility and Retirement Living Apartments MYVISTA has doubled the number of residential aged care places and units of retirement accommodation it now offers to older people within the City of Stirling and surrounding areas. The Board and staff are very proud of this achievement which fittingly reflects the organisation's value of contribution.

Meanwhile MYVISTA's Balcatta site continued to be the foundation that underpinned the organisation throughout this period of rapid expansion of operations, with the residential aged care facility meeting or exceeding occupancy targets and the retirement village thriving.

Financially the organisation performed soundly, remaining fiscal and able to comfortably service the debt facility that has enabled it to proceed with the Mirrabooka development. While initial sales of the Mirrabooka retirement living apartments have been slower than anticipated (though on par with similar developments in Perth), by 30 June 2021 the complex was a quarter full with a steady flow of expressions of interest being received. Two of the four commercial tenancies (a medical centre and a physio gym) commenced operating from their premises on the ground floor, with the third (a pharmacy) due to open in the first quarter of 2021–22. Demand for residential aged care places at Mirrabooka has been strong with the facility projected to reach capacity by the second quarter of 2021–22 year, while income from Home Care services remained steady.

Expansion of MYVISTA's workforce

The expansion of MYVISTA's operations to two sites saw the organisation increase the size of its workforce by over 25 per cent over the period, and it continues to grow as the commissioning proceeds. This increase is largely in the number of clinical and support roles required to care for the new residents of the Mirrabooka residential aged care facility, with a small number of new corporate roles also added to support the larger operational workforce; to enhance capability and to promote MYVISTA's increased capacity to potential consumers.

MYVISTA's head office was relocated to the ground floor of the Mirrabooka aged care building where all corporate services are now based. This has been a significant change for the organisation to adapt to, with the office of the CEO, the finance and accounts department, customer service, marketing, IT services and quality systems as well as the Home Care team all now located there. It was with some sadness that MYVISTA moved away from the previous model of having corporate staff members based throughout the residential wings of Balcatta, however the change has provided much needed space to accommodate the larger corporate team. All staff are very mindful of maintaining connection across both sites and it is

pleasing that much of the positive workplace culture that existed at Balcatta has naturally expanded to Mirrabooka. The head office also incorporates training and meeting rooms which gives the organisation greater capacity to engage and train its workforce.

COVID Response

MYVISTA's aged care residents had to endure three separate periods of lockdowns during the year where visitors to all aged care facilities were prohibited under the State Government COVID response regulations. The Board and the Executive team are extremely grateful to MYVISTA staff who have continued to provide the same high standard of care with compassion





and professionalism throughout the year despite having to constantly adapt to COVID driven change. Pleasingly MYVISTA residents were among the first in the state to be vaccinated against coronavirus with vaccination teams visiting both residential aged care sites in April within days of the vaccine being available in WA. As the pandemic continues MYVISTA staff have been very proactive in getting vaccinated ahead of the impending compulsory vaccination requirement for all aged care workers. Many MYVISTA staff members are migrants to Australia with close family still living in other parts of the world where there have been major COVID outbreaks. These staff have been deeply worried for their loved ones and have been unable to be with them in person for over a year due to travel restrictions. The Board acknowledges the difficult circumstances faced by many MYVISTA staff at present and shares their hope that their loved ones stay safe and that there will be the opportunity to be reunited in person soon.

Responding to the Royal Commission

After two years the Royal Commission into Quality and Safety delivered its findings in a final report in February 2021 which highlighted there is much work to be done to improve policy, funding and legislation across the sector. The Board welcomed the enquiry and will now work through all care reforms and recommendations arising out of the report. Some key areas have already

been implemented; the National Aged Care Mandatory Quality Indicator Program has increased the number of indicators that must be reported on from three to five areas.

...the quality of aged care is a significant issue that Australian society needs to consider further and have a voice on.

The use of restrictive practices has also come under increased regulation and the Serious Incident Reporting Scheme (SIRS) now in place across the sector provides a comprehensive framework for recording and reporting incidents that may have caused physical harm to aged care residents. In response to COVID, all aged care facilities must now employ an Infection Control Lead, so MYVISTA has supported four existing staff through training to fulfil these roles. Funding for Home Care is changing where unspent funds will progressively move back to the government until 2022 instead of being held in trust by MYVISTA.

While MYVISTA is fully supportive of all reforms to improve standards in aged care, it notes that the quality of aged care is a significant issue that Australian society needs to consider further and have a voice on. Additional funding will be needed to successfully meet many of the recommendations in the Royal Commission and this will need to be provided by either



government or the consumers of aged care and their families. Without deeper public engagement on the issue of aged care provision and how much funding it should receive, concerns about deficits in the of quality and standards will take much longer to improve.

Through careful selection of staff, thoughtfully planned lifestyle activities for residents and including families in planning care, MYVISTA aims to be the preferred provider of aged care services to culturally diverse people.

MYVISTA continued to strive to fulfil its vision to provide culturally appropriate care and it is at the heart of all that it does. MYVISTA Balcatta continued to have a strong connection to the southern European communities who together founded the organisation. The willingness of staff to embrace and respect different cultural backgrounds has translated successfully to Mirrabooka where the mix of cultures differs, but is still highly diverse. Through careful selection of staff, thoughtfully planned lifestyle activities for residents and including families in planning care, MYVISTA aims to be the preferred provider of aged care services to culturally diverse people.

Volunteers made a significant and much appreciated contribution to the quality of life of MYVISTA residents throughout the

year (despite COVID impeding access at times) by assisting residents to participate in activities and further enhancing the range of activities available. The volunteers often assist residents to remain connected to their own culture through music, cooking and conversation. On behalf of its residents MYVISTA is extremely grateful to all volunteers who have contributed so much during the period.

The Board of Directors also volunteer their time to support and guide the organisation and their wisdom, expertise and encouragement have been especially appreciated during this successful, but frequently challenging year. Together as Chair and CEO we extend our deep thanks to all members of the Board for their service to MYVISTA.

MYVISTA is privileged to be able to care for and provide services to older people in the community. As CEO and Board Chair, we would also like to extend our sincere thanks to all our staff who are at the heart of MYVISTA's success. We wish to acknowledge our residents, their families, home care customers and members of our retirement communities for the trust they have given MYVISTA and their continued partnership in delivering these services.

Irene Mooney
Chief Executive Officer

DC (Tony) Vallelonga JP
Board Chairman

MYVISTA Board of Directors

MYVISTA is governed by a dedicated board of directors who bring to their roles a diverse mix of business skills and experience in addition to a rich diversity of cultural backgrounds.

In conjunction with the Chief Executive Officer, the Board is responsible for strategic policy, future development opportunities and ensuring the organisation fulfills its purpose as set out in the Constitution and in accordance with its purpose, vision and values. All members are highly respected members of their communities who are motivated to volunteer their time to oversee MYVISTA because of a shared commitment to providing high quality aged care to people from all ethnicities and cultural backgrounds.

Life Members

Arthur Bogoiias

Antonio Carmignani

Nick Karsakis

Mary Musin

Angelo Scatena

Peter Sermon



DC (Tony) Vallelonga JP
Board Chairman



Angelo Scatena
Vice Chairman



Bernard Martinovich
Secretary



Rodney Constantine
Treasurer



Nick Catania
Board Member



Pamela Iseppi
Board Member



George Naoum
Board Member



Ray Paolucci
Board Member

Operations

Providing high quality care that enables older people from all cultures to live their lives to the fullest is the shared goal of each of our three business areas.

From assisting people to access services that will enable them to stay in their own home, to providing a retirement community in which they can live independently but with the reassurance of assistance nearby, or to the full-time support provided through residential aged care, MYVISTA helps people through all stages of ageing.



MYVISTA Home Care client Alfred with Mary

HOME CARE

MYVISTA continued to deliver high quality home care services to around 50 individuals throughout the period. In response to feedback from many existing and potential customers, the Home Care team developed a new resource, Lucy's Story, an illustrated booklet which explains what home care is, the positive impact it can have and how to begin the journey of accessing in easy to understand relatable language. This is being made available to older people enquiring about home care, with plans to distribute it further in coming months. Fortunately Home Care services were able to continue to be delivered during COVID lockdowns as they were an essential service with Home Care contractors providing an important source of connection and support to existing customers as WA faced additional lockdowns and restrictions.

The Home Care team also ran three Vista Club events during the year from the Mirrabooka Development's activity room and this provided clients of the service an opportunity to enjoy time out of home socialising. Each event featured a live performance followed by a lunch.

RETIREMENT COMMUNITIES

The Balcatta Village social committee coordinate a busy program of social activities based around gathering in the village's Clubhouse. Monthly themed dinners proved popular in addition to lunches celebrating events such as Australia Day and the Melbourne Cup and occasional group outings. Residents reported feeling appreciative of the support they received from each other during COVID lockdowns.

The Balcatta Village social committee coordinate a busy program of social activities based around gathering in the village's Clubhouse.

Parts of The Clubhouse including the carpet, pool paving and awnings were updated during the year to ensure the space remains an attractive, safe and welcoming environment for the village residents. Four villas were sold to new owners with three put on the market and still to be sold by 30 June. A further three are anticipated to be on the market in the first quarter of 2021-22.

The Mirrabooka retirement apartment complex welcomed its first residents during the year, reaching one quarter occupancy by the end of 2020-21 with additional expressions of interest or reservations received. New residents were supported through the moving in process by MYVISTA staff and it has been pleasing to see the striking building gradually come to life as a community.



Balcatta retirement village residents John and Marie



Balcatta staff with resident Lena



RESIDENTIAL AGED CARE

The most significant feature of the year was the commissioning of the 112 place Mirrabooka Residential Aged Care Facility which has welcomed an average of three new residents to either full time or respite care each week. As the population of residents has grown so too has the number of staff required to provide clinical care and lifestyle support as well as hospitality services like

The most significant feature of the year was the commissioning of the 112 place Mirrabooka Residential Aged Care Facility which has welcomed an average of three new residents to either full time or respite care each week.

catering and cleaning. The steady and planned growth of the facility's population of residents and staff has been a rewarding experience after a long period of planning and construction. At the end of 2020-21 three levels of the facility had been opened with a thriving community in place that regularly came together to mark events such as ANZAC Day and Easter.

Demand for places at Balcatta remained high with many families with Southern European heritage recognising that their loved one's needs will be well met at Balcatta. Balcatta staff continued to deliver a high standard of care while enriching the lives of the residents through a wide variety of activities that consciously referenced their cultural backgrounds. Activities are often focused around a national culture, language specific conversation groups are held regularly and religious services for different denominations take place. It has always been MYVISTA's aspiration to provide an aged care setting that is a natural extension of the ethnic communities who founded it so that elderly people can continue to feel connected to their cultural communities while in care.

Business Enablement

It is MYVISTA's staff who enable it to fulfil its purpose of providing culturally appropriate care for the aged. Ensuring that all staff receive regular training, that the physical environment in which they deliver care is fit for purpose and that appropriate systems and procedures are in place to enable them to excel in their roles, whether they deal directly with customers or provide support behind the scenes, is a critical fact in the organisation's success.

Building capacity through training

The Royal Commission into Aged Care highlighted the need for upskilling and ongoing education to ensure high quality services continued to be delivered by aged care providers. MYVISTA held training sessions for all clinical and care staff throughout the period on a wide range of subjects such as Australia's government mandated New Aged Care Quality Standards; understanding and supporting individuals with dementia and correct manual handling of residents with limited mobility. This training was delivered in a range of ways that included workshops presented by external consultants and peak body partners and, where appropriate, via online learning. Of particular note was Infection Control Lead training which saw four staff members complete a post-graduate level course to enable them to become Infection Control Leads for MYVISTA.

MYVISTA contributed to building capacity within the aged care sector by providing training opportunities for nursing, allied health and aged care students from Curtin University, Edith Cowan University and several Registered Training Organisations. Placements involve closely supervising students while they gain experience in delivering care in an aged care setting and in some cases these placements result in employment for exceptional graduates.



MYVISTA staff attending a Harmony Week event



Staff participating in a training session

Technology enhancing care standards

Software packages and the ICT infrastructure required to implement them are an increasingly significant feature of aged care. The Mirrabooka site's digital and IT infrastructure systems run on a fast fibre network which helps in delivering care technology to residents in a fast and efficient way.

Clinical care staff carry smart phones on the floor enabling them to quickly respond to call bells and phones calls. A range of cloud-based systems for quality, risk, and maintenance functions are also in place and assist with undertaking quality audits and reviews.

A similar modern high speed fibre network for the Balcatta site will commence being implemented in the first quarter of 2020-21.

Commissioning Mirrabooka

Staff worked extremely hard during the 2020-21 year as the commissioning process of the \$62million Mirrabooka development continued. In addition to day-to-day operations MYVISTA staff undertook staff recruitment and onboarding, established building and asset management processes, marketed the complex and its customer support services responded to enquiries from new residents and assisted them as they moved into residential aged care or the retirement apartments.



Recognising our staff

This employee recognition award provides an opportunity for colleagues, residents and their families to acknowledge exceptional service by MYVISTA staff members.

Nominees are acknowledged each month with one winner drawn at random to be Employee of the Month who receives a prize donated by sponsors.

All nominees are again eligible to go into a draw to win employee of the year.



2020 Employee of the year Zangmo Tshering with Balcatta Director of Nursing Dr Mya Daw Sein and CEO Irene Mooney

Congratulations to the following staff members who were Employee of Month during the year.

- June 2021 - Lyn Sabanal (AiN, Mirrabooka)
- May 2021 - Andrew Mann (Chef, Mirrabooka)
- April 2021 - Susmita Gurung (AiN, Mirrabooka)
- March 2021 - Rebecca Glass (CNL, Mirrabooka)
- March 2021 - Alice Delapus (RN, Balcatta)
- February 2021 - Taking Kim You (AiN, Mirrabooka)
- February 2021 - Elena Sala Raspa (Volunteer, Balcatta)
- January 2021 - Warren Corbett (Maintenance, Mirrabooka)
- January 2021 - Wang Winthan (AiN, Balcatta)
- December 2020 - Susmita Gurung (AiN, Mirrabooka)
- November 2020 - Bruno Cobellis (Chef, Mirrabooka)
- November 2020 - Cho Cho Aoung (AiN, Balcatta)
- October 2020 - Ivana Rtoska (Hospitality, Mirrabooka)
- September 2020 - Danilo Ursal (AiN, Mirrabooka)

And particular congratulations to Tshering who was selected to be Employee of Year in 2020.

Length of Service



5 Years

- (LJ) Lord Domingo
- Esther Win
- (Kwan) Gwondeok Son
- Kristina Atanosova
- Lily Saroim
- Anka Vujovich
- Punita Varsani
- Ivana Rtoska
- Hui Peng
- Irene Mooney

10 years

- Iang Tin Par
- Yoko Fujimori
- (Tina) Florentia Muresan
- Indira Saric
- Michaela Guest
- Mary Sein
- Cho Mar Htun
- Rosemarie Amara

Summary Financial Statement

The full financial report for MYVISTA for the 2020-2021 financial year is available from the company's website at www.myvista.com.au

A deficit occurred that is largely attributable to the following factors:

Upon opening the Mirrabooka residential aged facility the initial income received through the Federal Government's Aged Care Funding Instrument (ACFI) and basic daily fees received was insufficient to cover the increased expenditure, particularly in wages. A higher than normal ratio of staff to residents was temporarily experienced in order to provide services such as catering and ancillary care to an initially small number of residents. As more residents were admitted income steadily increased and this will continue to rise until full occupancy is reached.

There were considerable additions to property, plant and equipment attributable to the completion and opening of the Mirrabooka site which resulted in increased depreciation and amortisation expenses.

The increase in finance costs was directly attributable to the drawn down borrowing facilities pertaining to the Mirrabooka site.

Pleasingly, the Balcatta residential aged care facility generated positive operating results by consistently maintaining in high occupancy level during the year.

At the end of the period a number of efficiencies had been implemented to assist MYVISTA compile and interrogate data on staff / resident costs at highly granular level and this will assist the company manage expenditure in the coming year and beyond.



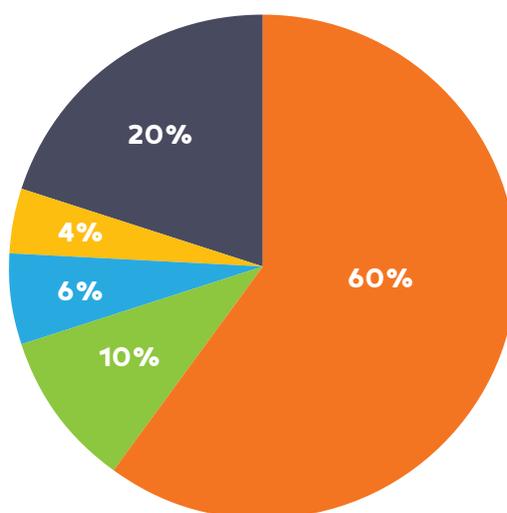
The purple road created by staff and residents as part of an International Elder Abuse Awareness event.

Financial Summary

Profit & Loss Statement

INCOME	2021	2020
Resident Income	\$3,701,443	\$2,662,078
Subsidies	\$10,196,413	\$6,790,529
Homecare Income	\$1,148,060	\$1,224,214
Interest Received	\$55,841	\$211,846
Deferred Management Fee	\$6,975	\$216,651
Other income	\$501,722	\$194,221
	\$15,610,454	\$11,299,539

EXPENDITURE	2021	2020
Employee Benefits Expense	\$11,240,073	\$7,704,307
Depreciation Expenses	\$1,942,708	\$645,163
Finance Cost	\$1,064,732	\$230,634
Home Care Expense	\$716,063	\$740,121
Other Expenses	\$3,837,380	\$2,076,925
	\$18,800,956	\$11,397,150
NET SURPLUS/(DEFICIT)	(\$3,190,502)	(\$97,611)

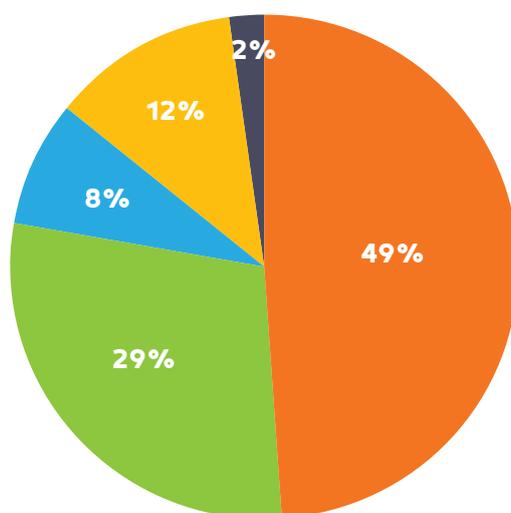


■ Employee Benefits Expense
 ■ Depreciation Expenses
 ■ Finance Cost
■ Home Care Expense
 ■ Other Expenses

Balance Sheet

ASSETS	2021	2020
Cash and Cash Equivalents	\$11,119,377	\$12,054,764
Trade and Other Receivables	\$15,519,305	\$16,927,263
Financial Assets	\$3,226,683	\$3,203,709
Property, Plant and Equipment	\$64,375,650	\$65,170,312
Investment Property	\$38,512,293	\$42,869,610
	\$132,753,308	\$140,225,658

LIABILITIES	2021	2020
Trade and Other Payables	\$2,453,675	\$2,310,984
Borrowings	\$38,120,757	\$49,056,488
Provisions	\$2,009,391	\$1,939,326
Resident Bonds and Leaseholders	\$66,097,792	\$59,693,709
Other Liabilities	\$1,014,603	\$977,559
	\$109,696,218	\$113,978,066
TOTAL NET ASSETS	\$23,057,090	\$26,247,592



■ Cash and Cash Equivalents
 ■ Trade and Other Receivables
 ■ Financial Assets
■ Property/Plant and Equipment
 ■ Investment Property



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