



Annual Report
2018/19





Growth

Growth can only occur when there is a solid foundation on which to build.

Just like families, communities grow and flourish through shared common goals and the willingness to work together for the greater good.

MYVISTA is sustained through established connections with residents and their families, volunteers, staff, community groups and organisations, and it continues to grow in many ways including the new development in Mirrabooka.

This growth has only been made possible because of the people who have chosen to be part of MYVISTA's community.

People give a community its heart, and the heart of MYVISTA is the foundation on which we build.



Chairman's Report

DC (Tony) Vallelonga JP, Board Chairman

Despite the ever-changing environment in which we operate, the Board, through effective governance, continues to meet all statutory and legislative requirements.

Stirling Ethnic Aged Homes Association (Inc) trading as MYVISTA continues to enhance its position as a leading provider of aged care services and accommodation within the community.

The organisation continues to have cultural diversity at the foundation of what we do and has a strong culture of care, compassion, community and family.

The year has continued to provide its challenges with the introduction and implementation of the Royal Commission into Aged Care Quality and Safety and several aged care reform initiatives such as the new Quality in Aged Care Standards covering residential aged care and home care, with a stronger emphasis on governance.

Despite the ever-changing environment in which we operate, the Board, through its effective governance obligations, continues to meet all statutory and legislative requirements.

The 2018/2019 Achievements

Key Board achievements through the year have been: -

- Commencement in July 2018 of the onsite construction of the Stage One Mirrabooka development.
- Progression of the Strategic Direction Plan 2018 -2023.
- Continued residential aged care accreditation and home care quality review status compliance.

- Finalising the organisation's Cultural Diversity Charter.
- Review of Governance Policies in line with all legislative and regulatory requirements.

A significant proportion of the Board's time has been spent overseeing Stage One of the Mirrabooka development, which is progressing well and remains on target to have the construction completed in late January 2020. This development is unique and will offer customers a very different approach to retirement living apartments and residential aged care with the following features and amenities:-

- Medical / health centre and pharmacy
- Gym / wellness centre
- Café
- Hairdresser
- Access to nearby public transport, main roads and highways.
- The retirement apartments are spacious, with high-end fit-out and finishes, designed for occupants to remain living at home for longer in a secure and supported environment.
- The residential aged care will accommodate 112 people and is designed to take advantage of views and light through large windows and carefully designed indoor courtyards and lounges.
- This modern facility will allow residents to hook up their digital devices and stay connected.



With a project of this size, it is important for the Board to work closely together and draw on each member's skills and expertise to enhance decision-making and achieve positive outcomes.

When the Board comes together they are focused on achieving MYVISTA's purpose and setting an example for the organisation. It is through this governance and leadership that the organisation continues to foster a progressive, positive and caring culture.

The Board takes this opportunity to acknowledge customers, stakeholders and partners who all play an important role in our success past and present. We extend our warm thanks and welcome your continued commitment as we grow our future.

On behalf of the Board, I extend my sincere gratitude to all the staff and volunteers for their continued dedication, care and love shown to all the residents, customers, families and each other.

The Board would like to thank and acknowledge the CEO, Irene Mooney, who over this past year has continued to ensure that our Strategic Direction, Cultural Diversity and Governance obligations have been successfully met.

I sincerely thank my fellow Board members for supporting me and continuing to volunteer their time, contributing their knowledge, expertise, and stewardship in what has been a demanding but successful year.

Working together as a team continues to make my role as Chairman rewarding and meaningful.

I extend my profound thanks to all our residents, customers and families for continuing to place their trust in MYVISTA and allowing us the privilege of caring for and supporting residents and families.



CEO's Report

Irene Mooney, Chief Executive Officer

The 2018/19 financial year has been one of public scrutiny for the aged care industry, starting with the announcement of the Royal Commission into Aged Care Quality and Safety in October 2018. All aged care providers were required to provide a report by January 2019 outlining any instances in the previous five years of sub-standard care, complaints or non-compliance with the Aged Care Quality Standards along with recommendations on how the aged care system could be improved and remain viable.

Throughout the Commission hearings these past months, consistent, key themes have emerged, such as a need for increased transparency in outcomes of care, workforce planning, education and training, easier access to aged care services, more home care packages, a review of restraints, nutrition, dementia care and determining "what aged care is" a hospital, hotel or a home. The MYVISTA Board and management team have been monitoring the outcomes of the Commission's findings and sharing information along the way.

Other key areas of focus have been:-

- Preparing for the implementation of the new Aged Care Quality Standards from July 2019, this has required considerable time and resources to review all of our systems, processes, policies and procedures to align with the new standards for both Residential Aged Care and Home Care services. This preparation has provided us with opportunities to inform residents, customers, families and partners.
- Continued work in developing our brand recognition.
- Ongoing review and alignment of our Cultural Diversity Charter into everyday practices.

- Review and update of Agreements/Contracts to align with the Charter of Aged Care Rights implemented from July 2019.
- Pricing transparency for Home Care resulting in a full review of how we describe and present the Home Care pricing structure.
- Development of an efficient collecting and reporting process on the required new Mandatory Quality Indicator program to the Department of Health.
- Automation of administration processes, identifying software and programs to meet our future growth needs and planning for their implementation.
- Development of a workforce plan through facilitated management team workshops to guide staffing the Mirrabooka facility and our continued growth.
- Mirrabooka stage one development and construction.

As you can see, the team at MYVISTA has been actively working to improve all areas of the business, especially our communications with residents, customers and families.

Important to the quality of care and services are the contractors, partners and suppliers that support our requirements. Developing and maintaining these relationships is an integral part of ensuring our continued high standard of service delivery. On any day, a range of providers are on site, and it is always pleasing to hear such positive comments about our staff and the services they provide.

The staff at MYVISTA make the organisation what it is and are responsible for its excellent reputation within the community

The Mirrabooka stage one development has progressed well during the year with all levels and the roof of the retirement living apartments and residential aged complete. It is exciting to see the design coming to life.

The finished development will be very impressive and will provide the community with aged care and retirement living accommodation that reflects what seniors have been asking for.

I would like to thank the project managers – Total Project Management, builders – Pindan, and architects – Silver Thomas Hanley for working in partnership with MYVISTA to deliver the successful outcomes to date.

I wish to acknowledge and thank the staff and management team who make a significant difference to the lives of residents, customers, their families and each other through their continued positive engagement, care and commitment to excellence in all they do. The staff of MYVISTA remain at the heart of our purpose and this is reflected in the ongoing trust and support we have from our customers, family and the community. MYVISTA has many special qualities, a highlight is its commitment to cultural awareness and dedication to making a difference in older people's lives.

To all residents, families, customers, contractors and stakeholders, on behalf of MYVISTA, I thank you for enabling us to serve our community.





Residential Care

Dr Mya Daw Sein, PhD, Director of Nursing

MYVISTA has achieved a successful outcome following the unannounced assessment visit by the Australian Aged Care Quality Agency in June 2019.

Policies and Procedures

To align with aged care reforms and the new Aged Care Quality Standards, existing policies and procedures have been reviewed and new ones developed as necessary. Staff have access to printed and electronic copies in various locations.

The Aged Care Quality Self-Assessment Tool has been completed and reviewed by an independent assessor.

Human Resources:

A casual pool is in place for Registered Nurse and Assistant in Nursing staff which offsets the need for agency staff.

The staff turnover rate is very low. The ability to retain staff contributes to the continuity of care and service delivery and resident satisfaction. Enquiries for employment opportunities are regularly received at MYVISTA Balcatta and there is much interest in the future Mirrabooka development.

Again this year, improvements with staff education programs have been outstanding.

Compulsory in-service and external training have continued along with structured, flexible, on-line training with Bridge Learning.

In-service training was provided by Metropolitan Palliative Care Consultancy Services (MPaCCs) from Bethesda Hospital.

Other training has involved Residential Care Line, Dementia Monitoring Education Program with Care Partnerships Australia and ACFI training with Exemplary Health Services. Staff are always engaged and committed to furthering their knowledge and skills.

Cultural diversity workshops continued this year to further develop our Cultural Charter and sense of awareness and belonging in a CaLD organisation.

Management and senior Registered Nurses attend conferences and workshops. Webinars have also been utilised as another source for staff training at MYVISTA.

Autumn Care and Electronic Autumn Care Medicate software programs are regularly updated to ensure compatibility and efficient data management.

Work experience students have been accepted from high schools, registered training organisations, TAFE, colleges and universities such as Edith Cowan and Curtin University for future workforce planning and recruitment.

25% of
have been **Staff**
with
MYVISTA
for **9** YEARS
or more



Clinical care

Quarterly mandatory reporting with ongoing data of clinical indicators such as unplanned weight loss, pressure injury and restrictive devices continue to be collected and submitted to the Department of Health. Residents and staff accidents/incidents, hazards identifications, medication incidents, wound management and infection rates etc are monitored, with preventative measures implemented as necessary.

Palliative care: Ongoing needs of residents in palliative care are met by staff with an attending general practitioner with the support of MPaCCS. Staff are trained to be able to identify different stages of palliative care. Care conferences with residents and families provide the opportunity to discuss important documents such as advance care orders and directives and the agreed review date of the care plan.

Dementia Care Focus: The interactive screens and iPads are used and working, well providing entertainment and engagement for residents. Ongoing activities involve weekly concerts, bus outings and group exercises among others. External resources such as Dementia Support Australia and Older Adult Mental Health Services are sought as necessary.

Resident Lifestyle: The Relaxation and Therapy Salon continues to provide a range of services with an increase in the variety of therapy and OT activities.

Director of Nursing, Dr Mya Daw Sein PhD, with Registered Nurse, L J Domingo and students from Edith Cowan University

Catering services: Menu reviews are regular and ongoing in accordance with residents' tastes taking into account ethnic origins, cultural requirements and nutritional needs. Our Chef Manager and Activities Coordinator discuss food preferences with groups of residents for future menu planning or adjustment as required.

Risk Management

MySafety (Solvsafe) and Electronic Maintenance Register (eMR) continue to work well for hazard and/or incident reporting and maintenance.

While all mandatory staff training is completed according to the education schedule for this financial year, additional training is available for residents' specific needs.

Vaccinations were given to residents and staff again this year by attending GPs in line with the Department of Health guidelines.

My thanks go to our staff, CEO and the Board at MYVISTA for supporting the clinical team in achieving positive outcomes during this financial year.



Members of the Board

All MYVISTA Board positions are voluntary and unpaid



DC (Tony) Vallelonga
Board Chair



Angelo Scatena
Vice Chair



Bernard Martinovich
Secretary



Rodney Constantine
Treasurer



Nick Catania
Board Member



Pamela Iseppi
Board Member



Danny Kuzmanovich
Board Member



Ray Paolucci
Board Member

Life Members

Arthur Bogoiis
Antonio Carmignani
Nick Karsakis
Angelo Scatena
Peter Sermon
Mary Vlahov-Musin



Finance & Administration

EK Kim, Finance Manager

The performance results in the aged care industry have been significantly negative, and this is enhanced by the uncertainty of how the ongoing reforms will be implemented over the next few years.

The government released an additional one-off funding of 9.5% for residential aged care for the period 20 March 2019 to 30 Jun 2019 to support aged care providers with implementation of the required reforms commencing from 1 July 2019.

MYVISTA has continuously reviewed its revenue and income streams, with a particular focus on maximising the Aged Care Funding Instrument (ACFI) which is the subsidy funding the government provides to pay for residents' individual care. I am pleased to advise that MYVISTA has had a positive result.

The liquidity rate of Refundable Accommodation Deposits and Bonds has reduced to 32%. This is due to a portion (\$8M) of the held funds being contributed to the Mirrabooka development expenses.

Subsidies and Supplements

The ACFI revenue has increased by 3.6% from 2017-2018. MYVISTA ACFI team supports the required review, assessment and documentation processes for each resident. Periodically an external ACFI expert is engaged to provide education and auditing to ensure we remain on target.

Strong Occupancy

MYVISTA achieved a yearly average occupancy of 98% against the industry average of 95%.

MYVISTA Home Care

From 1st July 2019, all home care providers are required to publish pricing information on the My Aged Care website to improve transparency and choice for home care consumers. MYVISTA has complied with and updated all new pricing and advertising requirements. To improve efficiency, an additional team member, Casey, joined the Administration and Home Care team in April 2019 to manage Home Care account processes.

Mirrabooka Development

The construction of the stage one development commenced in July 2018 for 112 residential aged care places, 45 retirement living apartments, MYVISTA corporate office and a commercial area. The development has been funded by \$8M from MYVISTA Refundable Accommodation Deposits and Bonds, \$9.9M from a federal government Zero Real Interest Loan (ZRIL) and the remainder through a financial facility from National Australian Bank.

It has been a very tough year at every level, due to so many aged care reforms, limited additional government income, and general negative perceptions of the aged care industry.

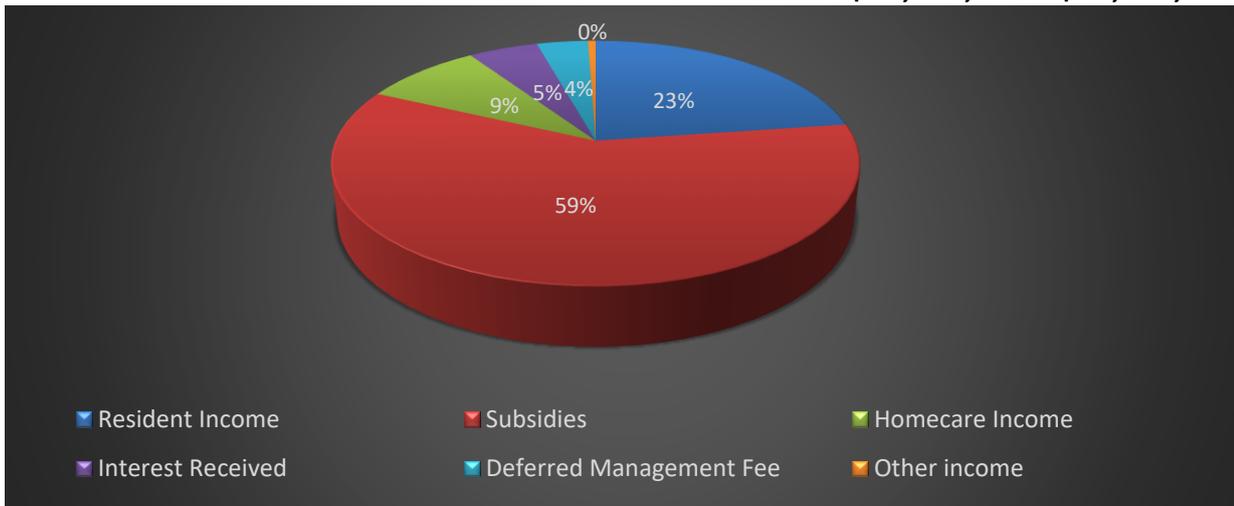
The finance team continues to review processes and systems to achieve efficient and accurate outcomes for our valued residents, families and staff.

I would like to acknowledge and thank the finance and administration team for all their input, hard work and commitment. I also look forward to working with them as we relocate to the new Mirrabooka building next year.

FINANCIAL SUMMARY

INCOME

| | 2019 | 2018 |
|-------------------------|---------------------|---------------------|
| Resident Income | \$2,633,393 | \$2,753,061 |
| Subsidies | \$6,859,528 | \$6,540,526 |
| Homecare Income | \$996,279 | \$835,154 |
| Interest Received | \$588,135 | \$539,776 |
| Deferred Management Fee | \$434,513 | \$629,713 |
| Other income | \$63,702 | \$70,083 |
| | \$11,575,550 | \$11,368,313 |

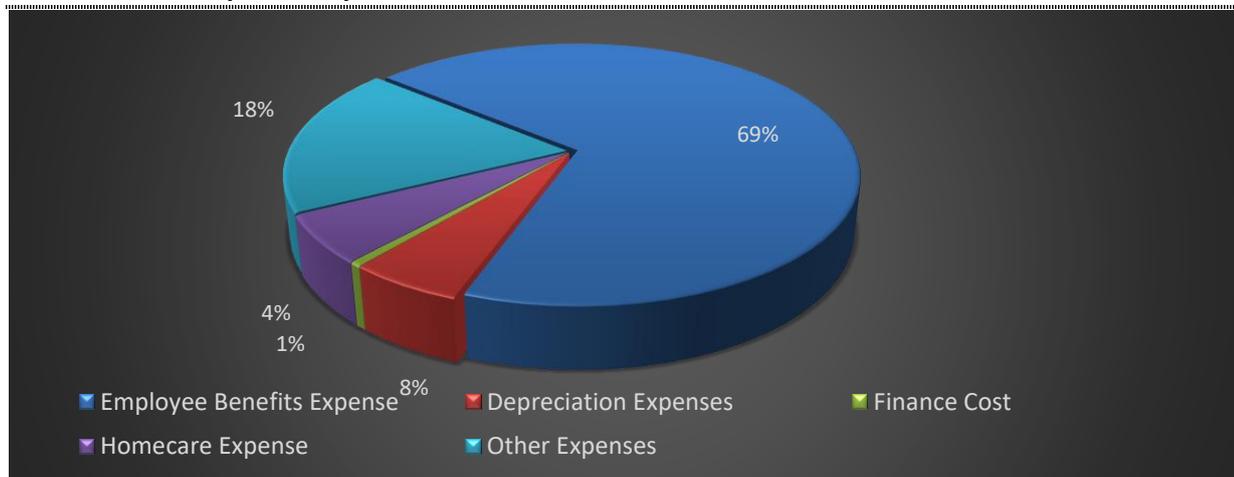


EXPENDITURE

| | 2018 | 2018 |
|---------------------------|---------------------|--------------------|
| Employee Benefits Expense | \$7,087,639 | \$6,872,394 |
| Depreciation Expenses | \$572,670 | \$715,880 |
| Finance Cost | \$57,370 | \$63,054 |
| Homecare Expense | \$598,728 | \$507,108 |
| Other Expenses | \$1,891,837 | \$1,809,640 |
| | \$10,208,244 | \$9,968,076 |

NET SURPLUS/(DEFICIT)

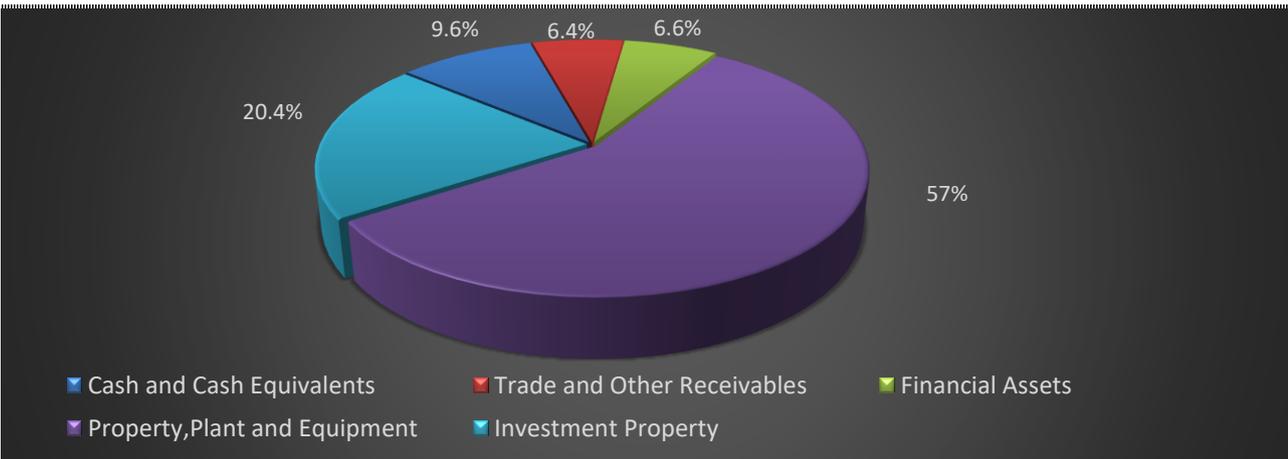
\$1,367,306 **\$1,400,237**



\$6,834,443

ASSETS

| | 2019 | 2018 |
|-------------------------------|----------------------|---------------------|
| Cash and Cash Equivalents | \$9,916,741 | \$24,229,796 |
| Trade and Other Receivables | \$6,654,384 | \$8,329,307 |
| Financial Assets | \$6,834,443 | - |
| Property, Plant and Equipment | \$58,558,013 | \$27,791,867 |
| Investment Property | \$21,013,005 | \$24,718,749 |
| | \$102,976,586 | \$85,069,719 |

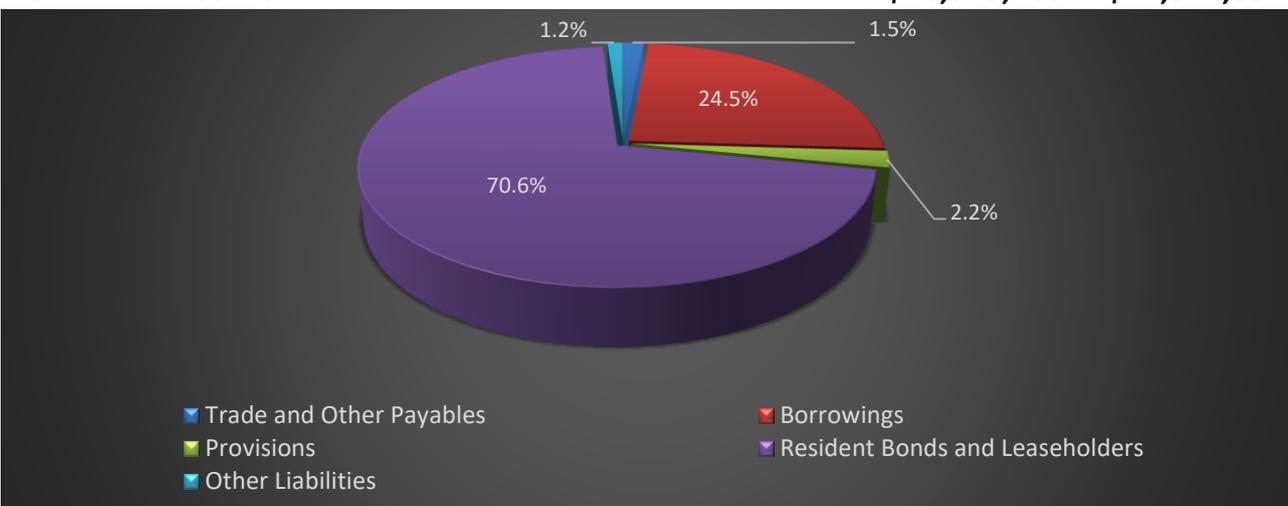


LIABILITIES

| | 2019 | 2018 |
|---------------------------------|---------------------|---------------------|
| Trade and Other Payables | \$1,158,880 | \$884,307 |
| Borrowings | \$18,761,083 | \$3,300,000 |
| Provisions | \$1,707,351 | \$1,548,766 |
| Resident Bonds and Leaseholders | \$54,121,615 | \$53,544,243 |
| Other Liabilities | \$882,454 | \$814,506 |
| | \$76,631,383 | \$60,091,822 |

TOTAL NET ASSETS

\$26,345,203 **\$24,977,897**





Our Purpose

To provide 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

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

Care & Love

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

Contribution

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



2018 Employee of the Year

Congratulations to
Danka Kadic
who was selected from all
2018 Employee of the Month
Nominees

Projects & Research

- Life Stories & Digital Learning Project

Everybody has a story...

...and the life stories that have been created from this project are some of the best.

Supported by the Office of Multicultural Interests (OMI) and the University of Western Australia (UWA), the Life Stories Project has been one of the most successful projects at MYVISTA. It involved pairing 10 residents with 10 volunteers who worked together using iPads (funded by Lotterywest) to document stories from the life of each resident. The result was a printed booklet of their life stories. Facilitated by Professor Loretta Baldassar and managed by Dr Emanuela Sala, both from UWA, the workshops ran every Saturday for 10 weeks.

At the end of the project, a special afternoon tea was held where all participants were presented with a certificate and each resident received a printed copy of their booklet.

The house was packed as residents, families, volunteers, staff and special guests including David Michael MLA, Sarah Vagliviello from OMI and MYVISTA Board members gathered to see some of the stories aired on the 'big screen'. Professor Baldassar said how much she appreciated how UWA had been welcomed into the lives of the special people at MYVISTA.



As residents work with volunteers to record their histories, yet another story emerges.



Home Care

Simon Duncan, Home Care Coordinator

We warmly welcome new clients to MYVISTA and thank our existing clients for their continued trust and support.

The 2018/19 financial year has seen the MYVISTA Home Care program continue to provide 50+ packages to people in the community. Almost one-third of these are MYVISTA Retirement Village residents, which is a great way for Home Care to contribute to the MYVISTA lifestyle.

As always with Home Care, the year has been marked with significant changes within the sector such as the introduction of new Aged Care Quality Standards and Charter of Aged Care Rights. Luckily much of this has reflected changes that have already been made in Home Care in recent years, so MYVISTA was well placed to deliver on these changes. Nevertheless, our priority is to help our clients understand the changes and how they are affected.

Consumer Directed Care has been a feature of Home Care for a few years now and seems to be transferring into other areas of aged care as evidenced in the Aged Care Quality Standards. So in this respect service delivery has been pretty much 'business as usual' for MYVISTA.

The introduction of a new pricing schedule on the MyAgedCare website to allow comparison of service costs across different providers has meant that all our existing clients have been asked to renew their agreement in line with these changes. The new agreement involves lower costings for the management of funding and care coordination offset by an increase in service pricing. We are confident that the overall change has not impacted negatively on consumers.

At this point, all level 3 and level 4 clients have moved across and a plan is in place to meet with all level 2 clients before the end of the year.

This is also an opportunity to explain the changes to the Charter of Aged Care Rights and answer consumer queries.

Keeping clients updated and informed is always a priority for the Home Care team.

Last year's phase out of Home and Community Care (HACC) services in the community was expected to lead to an increase in clientele for MYVISTA's Home Care services but this has not been the case. The Commonwealth Home Support Programme (CHSP) seems to have profited from the disappearance of HACC services while the national waitlist for Home Care Packages (HCPs) continues to grow.

Only in the past few months have we seen a resumption of activity in the allocation of new packages. Hopefully this signals a renewed effort by the government to commit to the Home Care Package Program.

Level 1 HCPs through MYVISTA Home Care can be used to supplant HACC / CHSP by offering services such as fortnightly domestic assistance, community transport and gardening.

HCP consumers (Levels 1-4) can manage their budget to best meet their assessed needs, goals and choices in a true representation of Consumer Directed Care.



A committed, cohesive team sets the stage for growth in Home Care Services

We warmly welcome new clients to MYVISTA and thank all existing clients for placing their trust in MYVISTA Home Care Services.

The Home Care team at MYVISTA arranges brokered services to meet the needs of our clients – be it nursing care, allied health services, medical equipment or domestic and gardening services.

Five staff make up the team: me as Home Care Coordinator, Janine Feurstein - Home Care Scheduler/Administration Assistant; Hui Peng - Assistant Accountant who oversees the accounts and provides training and support; Vanessa Fitzgerald - Customer Service Coordinator and Casey Richards - Home Care Accounts Officer, who is the newest addition to the team. We welcome Casey and are confident she will rise to any challenges the new pricing schedule presents.

This past year has seen Janine settle into the role of scheduling Home Care services and her input has resulted in a more efficient service with the implementation of online scheduling and reporting.

We continue to utilise a brokered service model for all direct care and services provided to clients living at home.

We have developed strong relationships with our brokerage partners and thank them for their continued willingness to work closely with us to ensure clients receive the highest quality of care and value for services.

I would like to take this opportunity to acknowledge the support workers and congratulate them on a successful year's work.

MYVISTA's Home Care Team:(from left) Vanessa, Casey, Simon, Hui and Janine





Customer Relations

Vanessa Fitzgerald, Customer Service Coordinator

Throughout the changes in 2018-2019, our focus has been, and will continue to be, providing the best care to our residents and Home Care customers.

Like most people I speak to, I am shaking my head at how quickly the last twelve months has passed!

It has been a year of immense change. Not only with government regulations, but much closer to home with MYVISTA's Mirrabooka development nearing completion.

The construction of a new facility has allowed the management team to spend time focussing on how to implement the things we do well into a totally new environment.

We are also looking forward to new technologies and processes which will work in synergy with an innovative building design and a new workforce.

The implementation of the new Charter of Rights and Quality Standards by the federal government generated a requirement for additional staff education and resources over the last year to understand and incorporate these changes.

It has also been important to keep our families up to date with changes. I would like to thank everyone who has attended our information sessions in relation to these topics.

While this regulatory change has been a long process for us all, it has provided us with a strong foundation for Mirrabooka as well as reaffirmed our high standard of quality care at Balcatta.

The home care environment has also undergone major regulatory change. To allow consumers easier comparison between Home Care Package providers, all providers are now required to publish their prices and fees on the MyAgedCare website.

Providers were given guidelines on what fees were to be charged and a clear rationale on how they should be determined. This required a complete change of thinking regarding the financial aspect of our Home Care business. Our Home Care team and accounts department worked diligently together to determine the new pricing structure which will be critical for MYVISTA moving forward.

Throughout all the changes of 2018/2019, our focus has been, and will continue to be, providing the best care to MYVISTA's residents and Home Care customers. I would like to extend a thank you to our staff and management team for their care and dedication as well as to families, who continue to trust us with the care of their loved ones.





Retirement Village

Tatiana Aconi, Village Manager

As I complete my 25th year with MYVISTA, it's a pleasure to be of service to such a delightful community

One of the main elements of a successful village is the Advisory Committee. MYVISTA's Village Committee members volunteer their time, meeting regularly, to ensure any issues or concerns are discussed and residents kept informed of progress and outcomes.

The active Social Committee arranged many events over this past year so there is always something to do. This goes a long way in promoting a friendly and inclusive atmosphere as well as supporting charities and foundations within the local community through fundraisers, donations and volunteering.

The private gardens are designed to be easy care and Villagers can do as little or as much as they choose. The common garden areas are always neat and colourful and have been beautifully maintained through the year by MYVISTA's gardeners.

Villagers live independently but there is a warm community spirit that brings them together regularly for outings and gatherings at the clubhouse. As well as a kitchen and meeting area, the clubhouse has a library, alcove with a pool table and an indoor, heated lap pool.

Around one-third of village residents have taken advantage of MYVISTA's Home Care Services which assists in maintaining a worry-free, independent lifestyle, leaving more time to enjoy retirement as it is meant to be.

Another great aspect of the Village is its proximity to public parklands, shopping and medical centres and, being only a couple of minutes from the heart of Balcatta's commercial and trade precinct, residents have access to a huge variety of products and services.



Acknowledgement of Volunteers & Sponsors

Every year, caring people volunteer their time to MYVISTA. We would like to acknowledge those who contribute in many different ways. These are some of the people and organisations that have supported MYVISTA throughout the year with many others behind the scenes.

Our volunteers are an integral part of MYVISTA's community and are brought together by the shared common goal of contributing towards enhancing residents' daily lives.

| | | |
|---------------------------|---|-------------------------|
| Amato, Calogera | Hesta | Nobbs, Terry |
| Andersen, Anna Mette Juul | Hyde, Dee | Oliveri, Grace |
| Baldassar, Prof Loretta | Iseppi, Pamela | Paolucci, Ray |
| Belstein, Raymond | Italo-Aust Welfare & Cultural Centre | People Who Care |
| Bendigo Bank | Jansen, Xavier | Peovitis, Vasiliki |
| Bianco, Vittorio | Jierui, Hu (Jerry) | Pintaudi, Antonia |
| Bogoiias, Arthur | Jolley, Jean | Porteovs, Mikaela |
| Brandhost, Rosa | Jovanovski, Fr Stanko | Princiotta, Angela |
| Bresland Insurance | Jurleka, Piter | Radici, Rosaria |
| Calabro, Maxine | Karsakis, Nick | Ramos, Alexandra |
| Carlino, Caterina | Kuzmanovich, Silvija | Guevara |
| Carmignani, Antonio | Kuzmanovich, Danny | Roberti, Franca |
| Catania, Nick | Lagonikos, Arcadia | Ross, Fr Christopher |
| Chan, Vivien | Lawson, Betty & Bonnie | Sackville, Dorothy |
| City of Stirling | Leitch, John | Sala, Dr Emanuela |
| Civello, Carmela | Leitch, Marie | Santarella, Paolo |
| Comello, Enrico | Lekoska, Christina | Santarelli, Adua |
| Constantine, Rod | Leong, Susan | Scatena, Angelo |
| Cook, Linda | Lotterywest | Sermon, Peter |
| Cornacchia, Giuseppe | Maglicic, Milka | Shapland, Alyssa |
| Delich, Diane | Mancino, Ninetta | Spinelli, Teresa |
| Di Benedetto, Dina | Marini, Fr Giosue | Sreere, Martin |
| Di Carlentino, Giuliana | Martinovich, Bernie | Tajceviski, Fr Vasko |
| Di Cianno, Cecilia | Mascurine, Helen | Tang Nghi, Kim |
| Di Florio, Maria | Masoodi Jahromi, Emissa | Umbrella |
| Di Solvio, Anna | Mavromatidis, Eugenia | Vallelonga, Mary |
| Dimitrovich, Evelyn | Mena, Pina | Vallelonga, Tony |
| Fazzari, Caterina | MYVISTA Village Residents | Vinciguerra, Maria Rosa |
| Forshaw, Robyn | Naumova, Irina | Vlahov-Musin, Mary |
| Giglia, Charles | | Wangmo, Sangay |
| | | Zhukova, Natalia |



Employee Recognition Program

At MYVISTA it's the nominations that count, not just winning. Our program is about being aware of when staff excel and recognising and rewarding those special efforts. Every individual nomination is valid in its own right, and not easily measured against others, as staff stand out in such varied ways. Again, this year's winners were drawn at random from each month's entries. All nominees have the opportunity be in the draw for Employee of the Year.

It is important to also acknowledge those who take the time to notice exceptional effort and nominate staff members. It is those people who keep the program working and worthwhile.

Employee of the Month Nominees - July 2018 to June 2019



Gordana Mraz



Paola Di Nuzzo



Olena Chorna



Elena Sala-Raspa



Nazmin Saliman



Kristina Atanasova



Christopher Cabrera



LJ Domingo



Emma Gamier

Program Sponsors for 2018/19



Helen Mu Po Sein



Princes Hipolito



Diane Delich
MYVISTA's Hairdresser



Corazon Villanueva



Carmen Armstrong

Proudly supported by
North Perth
Community Bank® Branch
Bendigo Bank



2019 Staff Service Achievements

25 YEARS

Tatiana Aconi

10 YEARS

- Perihana Demiroski
- Vinka Dabo
- Pauline Ezou
- May-Mon Nai
- Minakshi Macwan
- Riddhiben Patel
- Alisa Sulimanovska
- Thuy Nguyen
- Sankaralingam Kulasekarapandian
- Kirankumari Thaker
- Melanie Kassaye
- Dominika Ziolkowski
- Kathlyn Vallecera
- Maria Abrio
- Elena Sala-Raspa

5 YEARS

- Htoo Bway Tun
- Christopher Cabrera
- Disna Balasooriya
- Nant Aye
- Helen Mu Po Sein
- Khristine-Hazel Catena
- Mi Khai Htaw
- Gordana Mraz
- Federica Vignali
- Edith Don
- Kim You Taing
- Thiha Htay
- Belinda Herring
- Maria Kidane
- Angela Hang
- Aye Aye Za Thang





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11 Nugent Street, Balcatta WA 6021

Tel: 1800 698 478 | Email: info@myvista.com.au | Website: www.myvista.com.au