



MYVISTA

OUR HERITAGE IN HARMONY

Annual Report 2019/2020





Resilience and Adaptability

Resilience is the human capacity to meet adversity, setback and trauma, and then recover from them in order to live life fully.

“It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change.”

Charles Darwin

To all residents, families, customers, staff, contractors and stakeholders for supporting MYVISTA in adapting to the changes that have been necessary during the past year.



Chairman and CEO Report

DC (Tony) Vallelonga JP, Board Chairman

Irene Mooney, Chief Executive Officer

The 2019-2020 year has been one filled with new beginnings, outstanding success and complex business and governance changes. Once again, the Board and organisation have thrived by being adaptable and surrounded by good people.

Stirling Ethnic Aged Homes Association (Inc) trading as MYVISTA has had a landmark year with the practical completion and commencement of operations of the stage one MYVISTA Mirrabooka development. This exciting new development provides an additional 112 aged care home and 45 retirement living apartments to the communities living in the City of Stirling. The development also provides an economic boost to the local economy. The people who come to live at MYVISTA Mirrabooka and those within the community will have access to a new medical / health clinic, pathology and podiatry, physiotherapy service and gym, pharmacy, hairdresser and café all owned and operated by individual business owners who will enhance the services available to MYVISTA customers.

The Board and CEO are very proud to be able to present this year's annual report. As Board Chairman, it is with pride and respect for my fellow Board Members and the MYVISTA team that I present this new development to our members and the community, which enables MYVISTA to provide ongoing support to older people in the community with Retirement Living Accommodation, Residential Aged Care places and access to Home Care services.

MYVISTA can now offer the choice of two locations (Balcatta and Mirrabooka) for Retirement Living, Residential Aged Care and Home Care services. Each location will enable customers to have a choice on the two distinctly different type of accommodation choices available. Both are designed to meet the needs of older people as they age either in the Retirement Living accommodation or Residential Aged Care.

We will continue to build on the organisation's existing heritage, foundations and reputation to enhance our contribution and cultural diversity in all that we do and provide for individuals and their families.

We started the 2019-2020 year knowing that the Aged Care industry would continue to be under public review as the Royal Commission into Aged Care Quality and Safety was extended, and that the new Aged Care Quality Standards would see all aged care providers reviewing their systems and polices to meet the new requirements. At MYVISTA we were well underway with the construction of the stage one Mirrabooka development, but never in our wildest imaginings did we believe that by March 2020 we would be leading and managing through a pandemic that would impact everyone across the world.

The year has highlighted that as a nation we truly value our older citizens and we wanted to do everything we could to protect and care for them during this COVID-19 pandemic. We acknowledge it has been a difficult time for everyone, and during this period MYVISTA has drawn on our values of respect, care and love, contribution and placing these at the heart of our decision making, relationships and outcomes.

The Board and CEO have considered and navigated through numerous governance matters during the year. Of significance are those related to: -

- construction and commissioning of the stage one Mirrabooka Development,
- Royal Commission into Aged Care Quality and Safety,
- new Quality in Aged Care Standards covering Residential Aged Care and Home Care with a stronger emphasis on Governance,
- COVID -19 pandemic and the impact on care, services, workforce and economics.

2019/2020 Achievements

Key Board achievements throughout the year have been: -

- Governance of the COVID-19 Pandemic - keeping all customer, family and staff safe.
- Completion and commencement of operations of the Stage One Mirrabooka Development.
- Progression of the Strategic Direction Plan 2018 -2023.
- Continued Balcatta Residential Aged Care Accreditation status and compliance.
- Continued Home Care Quality review status compliance.
- 12 Month Accreditation for Mirrabooka Residential Aged Care (new starting home).
- Continuing to meet all compliance with all statutory and legislative requirements obligations.

What has the past 12 months taught the Board and CEO?

- Surround yourself with good people who know our values and are willing to deliver on them.
- Build resilience into your teams, with the ability to be adaptable.
- Keep your communications open and transparent.
- Don't lose your sense of humour.

The COVID-19 pandemic has provided examples of how wonderfully resilient and forgiving our older community members are. They always considered the safety of their families and loved ones ahead of their own. Many of the aged care residents watched SBS news from the "old country" and saw heart-breaking events unfold. How lucky we all are to live in Australia and in particular Western Australia.

We wish to acknowledge what a difficult time this has been for all residents, customers, staff and families during these past few months. We were very aware of the impact that not being able to visit or having reduced visiting has had on you all. For MYVISTA our intended outcome was to keep everyone safe.

The Royal Commission into Aged Care Quality and Safety hearings were suspended for a period due to COVID 19 and recommenced in July 2020. The final report is due in February 2021. The key themes continue to be quality of care and services, workforce quantity, quality and education, financial support and models, community versus policy expectations for the future. MYVISTA continues to have an optimistic view that the commission findings will lead to improvements for all older people who receive the services, and for the staff that provide them.

The Board would like to take this opportunity to acknowledge MYVISTA customers, stakeholders and partners who continue to play an important role in our success. We extend our sincere thanks and encourage you to continue to work in partnership with us into the future.

Of special note we thank our Mirrabooka stage one development and construction team for working in partnership with MYVISTA to deliver such an outstanding development and project.

- Project managers – Total Project Management
- Builders – Pindan
- Architects – Silver Thomas Hanley

On behalf of the Board and CEO, we extend our admiration and thanks to all staff, management team and volunteers for the work they do each day making a significant difference to the lives of residents, customers, families and each other through their continued positive engagement, care and commitment to excellence in all that they do. We send each of you our thanks as you remain the heart of who we are, and this is reflected through the ongoing trust and support we have from our customers, family and the community.

As Chairman I would like to take this opportunity to thank and acknowledge the CEO, Irene Mooney, who we know over the past year has worked tirelessly with the senior management team to ensure that the stage one Mirrabooka Development was completed, commissioned, and operationalised successfully, together with continuing to meet our Strategic Direction, Cultural Diversity and Governance obligations, which this year has included significant challenges due to the COVID-19 Pandemic.

I sincerely thank my fellow Board members for continuing to volunteer their time and provide their knowledge, expertise, contribution and stewardship in what has been a very challenging and successful year. Working together as a team and supporting me in my role as Chairman makes it both rewarding and meaningful.

To all our residents, customers and families we acknowledge and thank you for continuing to place your trust in MYVISTA and allowing us the privilege of caring for and supporting you and your loved ones.

The Board and CEO are very proud to be able to present this year's annual report



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 Bogoiias
Antonio Carmignani
Nick Karsakis
Angelo Scatena
Peter Sermon
Mary Vlahov-Musin**

Residential Care



Dr Mya Daw Sein, PhD, Director of Nursing – Balcatta
and Mrs Emer Lawson, Residential Aged Care Manager – Mirrabooka

MYVISTA has many special qualities, a true strength is its cultural diversity and dedication to making a difference in older people's lives.

Policies and Procedures

With the introduction of the new Aged Care Quality Standards in July 2019 our policies and procedures have been reviewed and revised to align with new standards and ensure they provide Clinical Governance and staff guidance in their day to day practices and service delivery. Policy review and development is overseen by the management team in collaboration with the CEO.

An important aspect of ensuring our policies and procedures are imbedded into daily practices is providing staff with ongoing education and training from external specialist or internal key personnel, along with timely and current access to the documents.

Workforce

Workforce continues to be the single most important factor in achieving positive outcomes for residents and their families.

High staff retention rates and engaged staff leads to continuity of care and service delivery and enhanced levels of resident satisfaction.

Through effective workforce management and relationships, we continue to have a casual pool of staff in clinical, care and hospitality which offsets the need for agency staff.

Through positive approaches to employment opportunities MYVISTA continues to attract and engage a high caliber of skilled and qualified staff.



With the opening of Mirrabooka Residential Aged Care in May 2020, there have been additional staff employed in all care and services areas. This has seen MYVISTA workforce grow from 139 in July 2019 to 185 by June 2020.

This is an exciting time as MYVISTA extends and provides employment opportunities to people from the community and builds on our existing capabilities and skill sets.

Education and training are continuously provided to staff, and as highlighted throughout the Royal Commission into Aged Care Quality and Safety, the need for upskilling and ongoing education and training is vital to ensuring we continue to deliver high quality safe care and services.

At MYVISTA this is achieved through compulsory in-service and external training, together with structured, flexible, on-line training and our specialist consultancy providers and industry peak body partners.

During the COVID-19 pandemic the staff education program has been adapted and restructured to meet social distancing requirements and directives. The majority of education sessions were held in small group discussions and supported with on-line training (Bridge Learning) which was already a successful platform among the staff due to its self-paced and easy access. The focus of education has been on infection control, PPE training, understanding and being prepared for a COVID-19 outbreak using the Department of Health modules. We have all become very confident in accessing and utilising webinars for ongoing information, education and training.

Staff compliance has been excellent to this mandatory training.

We are fortunate in WA to have access to the Residential Care Line as it is a wonderful resource utilised by clinical staff for education and the management of wounds, and provides an additional layer of specialised clinical care.

The year has seen less of our usual work experience students from high schools, registered training organisations, TAFE, colleges and universities due to the COVID-19 pandemic restrictions. We are looking forward to being able to return to having students in the 2021 year at both residential aged care sites.

Residents and families would have also noted the absence of our dedicated volunteers since March 2020 in line with COVID-19 restrictions. Like our students, we have missed them and the important role they have in making the lives of residents meaningful and enjoyable. We look forward to being able to welcome them back soon.



For the staff at MYVISTA, during COVID-19 this has meant rearranging work routines, shifts and roles to accommodate the ever changing learning, directives and policy requirements.

Staff have been wonderful in adjusting and supporting the impact the changes have had on residents and families. This has included smaller and more group events/activities, double sittings in the dining room for meals, multiple religious and spiritual live feed video sessions to accommodate all residents, COVID-19 screening of staff and visitors and getting familiar with and facilitating social media calls and increased phone and email communications.

Staff have excelled and adapted to the new daily routines. We extend our sincere appreciation and thanks to our staff for working with us during these unprecedented times.



Mirraboooka staff

Clinical Governance, Quality and Safety

To ensure appropriate clinical governance is maintained and monitored there are several systems and processes in place, which include the monthly reporting and analysis of clinical incidents, hazards, risks, complaints and feedback from residents, staff and families. This information is reviewed individually and collectively to ensure actions and improvements are appropriately identified and implemented.

Part of this process is the government's quality mandatory data reporting clinical indicators (unplanned weight loss, pressure injury and restrictive devices) which have been reported and submitted quarterly to the Department of Health since July 2019.

These indicators, along with the incidents of falls, skin tears, wounds, medication incidents and infections have been collected, reviewed and benchmarked by MYVISTA for over seven years.



Both aged care homes continue to seek areas for continuous improvement, through robust monitoring and review processes, benchmarking and evaluation of quality indicators, feedback from residents, customers, staff, families and visitors, staff accidents/incidents, hazards identification, risk management and audit schedules. All the data is analysed by our internal committees and management team to monitor trends and initiate improvement strategies and actions.

These systems and processes support our ongoing high levels of quality safe care and compliance against the Aged Care Quality Standards and Accreditation requirements.

Both Balcatta- Residential Aged Care and Mirrabooka- Residential Aged Care continue to meet and maintain the Quality Standards compliance requirements.

Balcatta- Residential Aged Care has been MYVISTA's only residential aged care home since 1992 and during this time has grown from the original 40 bed hostel (Garden Wing) into the 102 accommodation placed home today. During this time it has continued to develop and maintain a high standing in the community for its high quality ethnic based care and services. During 2019-2020 year this achievement and outcome has been maintained with an average 98% bed occupancy, consistency of engaged and caring staff, and continued Accreditation status.

This has been achieved through the leadership and commitment of the Director of Nursing – Dr Mya Daw Sein and her team, who have demonstrated throughout the year their willingness to ensure that residents continue to receive a high level of quality and safe care and emotional and social support.

During the reporting year, Mirrabooka- Residential Aged Care commenced operations on 11 May 2020 and admitted the first resident on 12 May 2020, under the leadership of the Residential Aged Care Manager, Mrs Emer Lawson.

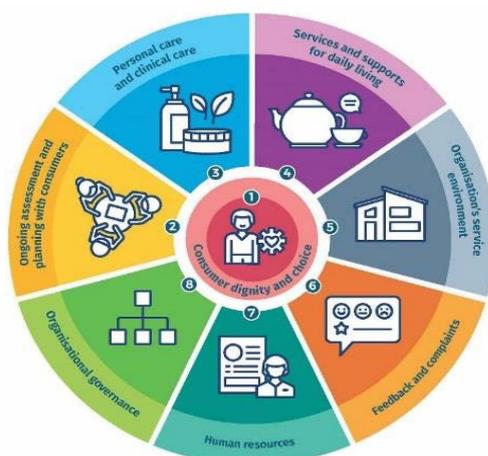
Since opening in May 2020, the home has been awarded a one year Accreditation status under the Aged Care Act 1997, this is a wonderful achievement for everyone.

Commissioning a new aged care home has many competing demands which include recruitment and onboarding and orientation of new staff members, getting to know how all the technology, infrastructure and building systems work, welcoming new residents and families to the home and implementing and bedding down new management and workflow systems.

Both residential aged care homes are supported by a diverse range of people and roles including - Domestic and Laundry, Catering, Maintenance and Grounds, Therapy and Lifestyle, Administration, Nursing and care, Management.

Each individual and team plays an integrated and vital role in ensuring that MYVISTA can support all residents' requirements every day.

The New Aged Care Quality Standards

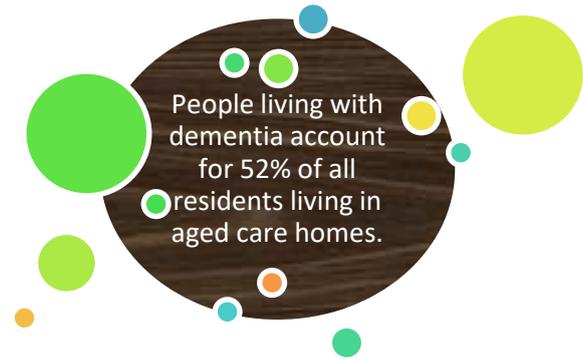


Palliative Care

MYVISTA knows the importance of understanding resident and family specific care and health needs, especially when related to palliative care. We know from resident and family feedback that supporting residents and families to remain at MYVISTA “their home” to receive palliative care is important and provides great comfort.

Where possible staff will introduce discussion and conversations early with residents and family so that individual wishes are known and recorded on the individual resident’s care plan. Care conferences with residents and families also provide ongoing opportunity to discuss important documents such as advance care orders and directives. This ensures that staff and the extended palliative care team (general practitioners or specialised palliative care support personnel) have the information that will assist everyone to make informed decisions. MYVISTA has access to the specialised services (MPaCCS) for ongoing support and to ensure we are providing the very best palliative care to residents and families.

MYVISTA staff are trained to be able to identify different stages of palliative care and how to support residents and family at this time.



Living with Dementia

Support for residents and family of those living with dementia is a key reason many residents come to MYVISTA residential aged care.

Our Balcatta home has a 16 bed Dementia Support Unit and staff are provided with education and training to ensure we can meet residents’ physical, emotional and social needs. There is a Dementia Support Nurse, and the therapy team creates and plans ongoing activities to meet the changing needs of residents. That could include the use of interactive screens and iPads to provide variety and individualised programs, crafts, art, music and exercise programs, weekly concerts, and group exercises, which all support individuals.

Our Mirrabooka Residential Aged Care home is still evolving and we are actively responding to people living with dementia as they are admitted for ongoing care.

The utilisation of external resources such as Dementia Support Australia and Older Adult Mental Health Services are sought as necessary, along with dementia care specialist – Care Partners Australia.



Finance & Administration

EK Kim, Finance Manager

What exciting news that the new site, Mirrabooka-112 residential aged care places, 45 retirement living apartments, corporate office, and commercial area, opened in May 2020.

The COVID-19 pandemic has caused an enormous impact to the Aged Care industry, especially occupancy levels and financial viability. The government funding was insufficient to meet the increased cost of care requirements as well as capital costs and as a result we have seen a significant number of aged care providers show a deficit / loss outcome.

The Balcatta site continues to perform well, while maintaining its high standard of resident care and service and financial performance. The Mirrabooka site is gradually ramping up despite the impact of COVID-19, which has slowed admission progress due to visitor restrictions, social distancing and some perceived loss of confidence in the aged care system.

The liquidity rate of Refundable Accommodation Deposit and Bond has been increased to 33% an increase of 1% compared to the last financial year of 32%.

Mirrabooka development has provided an opportunity to review our financial systems to align with the growth and additional business streams. Throughout the construction period there have been many new learnings and firsts for me and team members which I believe we have met and excelled at.

We have again achieved unqualified audit report for the 2019-2020 financial year, with all compliance reporting obligations achieved.

Subsidies and supplements

The ACFI revenue has remained the same as last financial year at Balcatta site. MYVISTA ACFI team has a regular meeting with team members as well as external ACFI experts to ensure we achieve the best outcome.

Strong Occupancy

Despite historically low levels of occupancy in the sector, Balcatta site achieved a yearly average occupancy of 98% against the industry average of 94%.

MYVISTA Home Care

The home care accounting process had been reviewed, developed and streamlined. As a result of this, customer invoices are generated directly from our accounting system with reduced processing time. The accounts team worked closely with the home care team and customer services to review the pricing schedules in line with government compliance requirements.

I would like to thank all the finance and administration team for their hard work and continued dedication. Without them, I would not be able to maintain, meet and achieve all required compliances, regulations, and accurate financial information.

Financial Summary

INCOME

	2020	2019
Resident Income	\$2,662,078	\$2,633,393
Subsidies	\$6,790,529	\$6,859,528
Homecare Income	\$1,224,214	\$996,279
Interest Received	\$211,846	\$588,135
Deferred Management Fee	\$216,651	\$434,513
Other income	\$194,221	\$63,702
	\$11,299,539	\$11,575,550



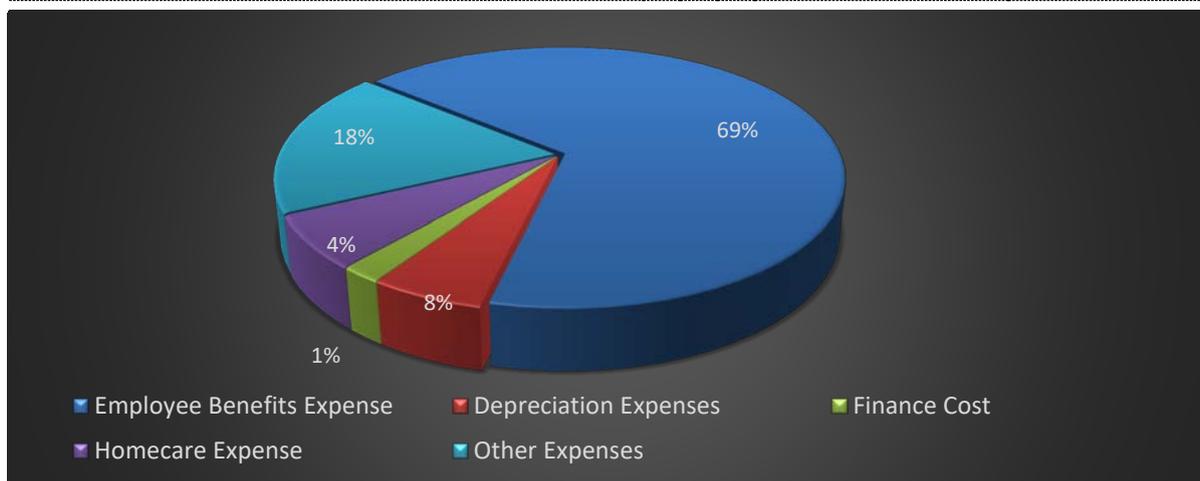
EXPENDITURE

	2020	2019
Employee Benefits Expense	\$7,704,307	\$7,087,639
Depreciation Expenses	\$645,163	\$572,670
Finance Cost	\$230,634	\$57,370
Homecare Expense	\$740,121	\$598,728
Other Expenses	\$2,076,925	\$1,891,837
	\$11,397,150	\$10,208,244

NET SURPLUS/(DEFICIT)

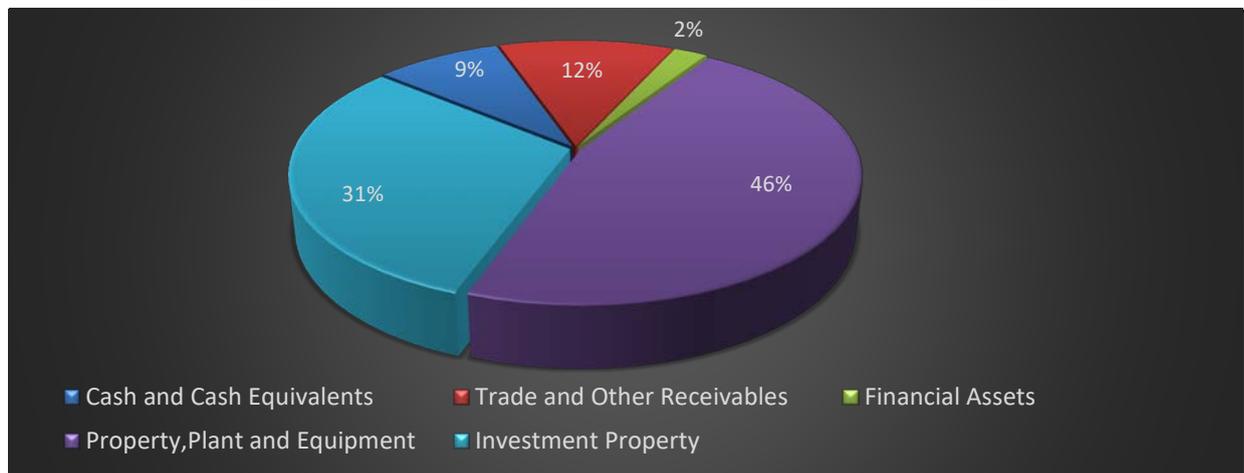
(\$97,611)

\$1,367,306



ASSETS

	2020	2019
Cash and Cash Equivalents	\$12,054,764	\$9,916,741
Trade and Other Receivables	\$16,927,263	\$6,654,384
Financial Assets	\$3,203,709	\$6,834,443
Property, Plant and Equipment	\$65,170,312	\$58,558,013
Investment Property	\$42,869,610	\$21,013,005
	\$140,225,658	\$102,976,586

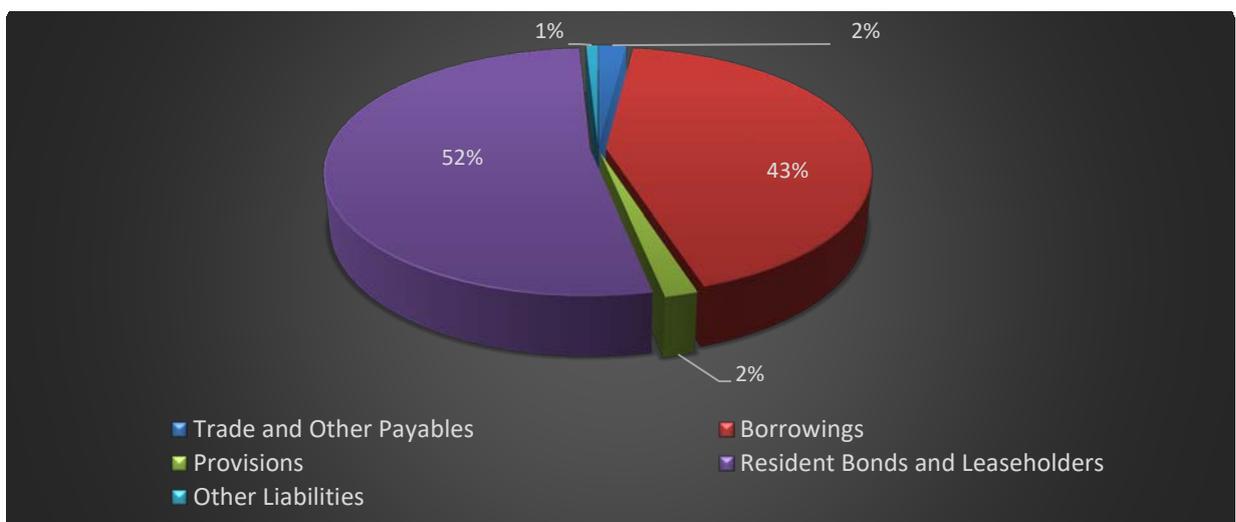


LIABILITIES

	2020	2019
Trade and Other Payables	\$2,310,984	\$1,158,880
Borrowings	\$49,056,488	\$18,761,083
Provisions	\$1,939,326	\$1,707,351
Resident Bonds and Leaseholders	\$59,693,709	\$54,121,615
Other Liabilities	\$977,559	\$882,454
	\$113,978,066	\$76,631,383

TOTAL NET ASSETS

\$26,247,592 **\$26,345,203**





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.



2019 Employee of the Year

Congratulations to
James Bourne
who was selected from all 2019
Employee of the Month Nominees



Moving Pictures

Early in 2020 MYVISTA participated in Moving Pictures, using film and digital media to raise dementia awareness in CALD communities as part of a collaborative research project between NARI – National Aged Care Research Institute, Curtin University - School of OT and Moving Pictures.

The aim is for Moving Pictures, a multi-media project, to co-produce three short films (three films per language, 12 in total) with Spanish, Greek, Italian and Vietnamese communities, specifically to raise dementia awareness in these communities to increase detection, diagnosis and use of health services. In addition, a short film that includes the voices of all communities that have been involved in Moving Pictures (Mandarin, Cantonese, Arabic, Hindi, Tamil, Spanish, Greek, Italian and Vietnamese) will be developed to address the stigma of dementia.

Finalisation of the project was delayed due to COVID restrictions, but will be completed later in 2020. Once we have the digital videos we can share them on our website.



Moving on Picture film crew setting up before filming



SMART HOMES
& ELDERLY CARE

Smart Homes and Elderly Care research project was undertaken by Edith Cowan University Chief Investigator Gordana (Dana) Dermody PhD, RN, CNL during the 2019-2020 year.

The research aim is to understand the readiness to adopt health-assistive smart home technology in the community-dwelling of older adults.

The health assistive Smart Home would be fitted out with hardware (sensors and relays) that can detect motion either direct or in a defined area (e.g. door, temperature, humidity and light).

The aim of the research is to determine what older people (≥ 65 years) and their family members think about having Health-Assistive Smart Home Technology installed in their home, when they might be ready for that, how useful this may be to achieving their day-to-day living goals, and concerns with having this technology installed in their own home.

In addition to the Smart Home monitoring participants in the Balcatta retirement village were visited by Dana monthly for a clinical health check contact visit.

Four residents in the Village participated and feedback from the residents was very positive. The outcomes of the research are still being reviewed, additional participants will be included once COVID-19 restrictions are removed.

We thank the residents for their time and involvement in this important research project.



Home Care

Simon Duncan, Home Care Coordinator

We pride ourselves on the provision of excellent care and services so clients can remain living in their own home within the community

The 2019/2020 financial year has seen the MYVISTA Home Care program experience our highest number of customers (59) to our lowest number of (48). Half of these customers have moved from living at home with MYVISTA home care to finding a new home in MYVISTA residential aged care. This makes the home care team very proud as it allows MYVISTA to continue to support these customers as they age. Now with two well located residential aged care homes in Balcatta and Mirrabooka our home care customers have greater choice.

We continue to have a third of customers living at MYVISTA Retirement Village. This is a great way for Home Care to contribute to the MYVISTA lifestyle and stay connected to our customers.

During the year there have been continued government reforms, which means our customers and MYVISTA have had to adapt and change to meet the compliance obligations.

Key changes have been:-

- introduction of the new pricing schedule for the MyAgedCare comparison table
- Introduction of the Charter of Aged Care Rights
- New Aged Care Quality Standards

These changes have required all existing agreements to be updated to reflect the new pricing standards which revised the way fees are recorded and reported and the cost per hour of service.

The Home Care Coordinator met with each customer to explain these difficult changes and reassure them that the overall cost of running the home care package would remain much the same.

The COVID-19 pandemic was a significant challenge for everyone and we acknowledge that customers and families were concerned about older people's well-being and vulnerability. Given that WA has had no community outbreak, services to customers remained largely unchanged. We worked with customers to determine any non-essential services that could be cancelled.

The Home Care team made regular phone calls to customers during the visitor restriction period to maintain connections, and ensure no-one was isolated or not managing at home. These phone conversations were a wonderful way of ensuring that our customers felt cared for and valued.

In July 2019, all Home Care providers moved from being assessed under the old Quality Standards to new Aged Care Quality Standards and Charter of Aged Care Rights. This required a review of our internal systems and processes and the development of a self-assessment against these new standards. As MYVISTA already had a partnership approach, we were well-placed to deliver on these changes and continue to strive to improve our services and to help our customers achieve their goals.

To support the smooth running of Home Care services MYVISTA utilises a purpose designed IT program: "Nightingale". This program supports the scheduling and reconciliation of services and the development of monthly customer invoices and statements which ensures customer satisfaction is achieved.



A small dedicated team ensures that Home Care services are individualised and personal.

MYVISTA Home Care continues to operate with a small dedicated team of two Home Care personnel, supported by the finance and administration and customer service team. Our key broker partners have continued to work and evolve with us, and the direct service staff are a joy for us all.

Highlights and special things for us in Home Care are seeing customers settle easily when they are admitted to residential care and see their wellbeing and health improve.

Welcoming the home care brokered staff to MYVISTA end of year celebration so they can be acknowledged and enjoy the wonderful vibe of the event.

Finally, I would like to acknowledge everyone for another different but very successful year.





Customer Service Team

We would like to let all our customers know that they are valued and appreciated and continue to remain MYVISTA's number one priority.

What an amazing year this has been. We are always impressed by the resilience and wisdom of our seniors, and this year we have witnessed how despite adversity and great change they have shown great courage and compassion. There are so many wonderful stories and examples that the customer service team see and hear of every day. It is this that makes us continue to strive for the best we can for customers.

Throughout the year we have planned and prepared for the opening of the new Mirrabooka development and these additional residential aged care places allow our team to offer more choice of accommodation and services.

Balcatta and Mirrabooka residential aged care sites each have unique opportunities for residents and families, but mostly they allow MYVISTA to continue to provide culturally appropriate services to older people needing additional support.

The Customer Service team had to quickly adapt when COVID-19 restrictions were implemented as we could not conduct tours, and potential residents and their families were staying close to home.

It was a difficult decision for the CEO and senior management team to prohibit and then restrict visitors throughout the March to May period.

We were all very conscious of the impact this would have on residents and families. It also highlighted how open and available visiting is under normal circumstances.

As the COVID-19 pandemic restrictions eased it was wonderful to see visitors returning and life adapting to a new way of being, knowing that during this period everyone had remained safe.

Since 1st July the following aged care reform changes have been implemented:

- Charter of Aged Care Rights
- New Aged Care Quality Standards
- Home Care pricing transparency changes
- MYAged Care portal changes.
- Mirrabooka Aged Care Home and Retirement Living Apartments.

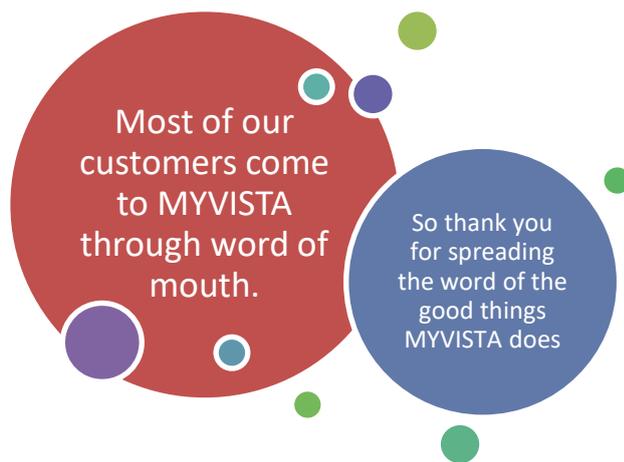
Opening of new Mirrabooka Residential Aged Care and Retirement Living apartments has provided the team with the opportunity to review policies, procedures and practices to ensure we offer the best possible service.

The Home Care environment continues to provide customers with services and support to stay living in their own home for longer. We have seen an increased number of home care packages made available by the Federal Government throughout the year. Although still not enough to meet demand, any increases are greatly welcomed.

The customer service team is lucky in that they get to meet and build relationships with seniors living in the community who require some in-home supports with our Home Care Package service. They then assist if they require respite or residential aged care. We observe that for seniors and their family that know us through home care or retirement living, the transition from home to residential care is much easier.

We undertook a review of how our customers know about MYVISTA and found that “most come to us through word of mouth referrals, by people who have had an existing or past relationship with the organisation”.

This is a wonderful recognition for MYVISTA and we thank our customers for sharing with others the wonderful work our staff do every day.



Our focus has been, and will continue to be, providing the best care to MYVISTA’s customers. We extend a thank you to all staff and management 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

I am privileged to be able to work with the MYVISTA Retirement Village and see firsthand how the residents promote a friendly and inclusive atmosphere.

The Village Advisory Committee continue to be a strong and active group of residents that volunteers their time to ensure any issues or concerns are discussed and residents kept informed of progress and outcomes. This a great support to me as the Village Manager but also ensures that communications are maintained in a positive and productive way. A key part of the committee activity is the Social Committee who continue to come up with diverse and interesting events throughout the year to support the Village residents.

This year has provided some limitation on the numbers of social events due to COVID-19 pandemic. We know that residents felt isolated not being able to socialise with family and friends or have them visit. They also missed not being able to visit or volunteer at the Balcatta residential aged care home. However, for the good of the wider community and each other, they complied with restrictions.

The residents in the Village stayed connected to each other by adapting to what they could do, through sharing conversations across driveways, calling each other for a chat and sending “thinking of you” messages.

On ANZAC day residents were still restricted in the Village. Those residents that wanted to remember the fallen conducted an ANZAC street ceremony within the Village allowing everyone to remain socially distanced whilst sharing an important tribute to past loved ones or those that served.

Aware that we were unable to have our BBQ events, the CEO and I decided to do a scone, jam and cream run (all individually packaged) hot scones – straight from the MYVISTA kitchen to each resident. Probably the only time we could guarantee everyone to be home. This small gesture was a great opportunity for the CEO and I to say hello to everyone and check in on how everyone was. The residents were delighted, and it was wonderful to enjoy some banter and discussion.

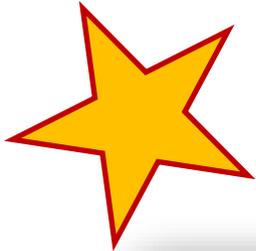
The Village residents are active not only in the Village but in the community generally. Many residents volunteer and fundraise for charities and foundations. They often conduct Village events to support these worthy causes.



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 to 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.



Gordana Mraz



ZangomoTshering



Nazmin Saliman



Perihana Demiroski (Hana)



Federica Vignali

Employee of the Month Nominees - July 2019 to June 2020



Program sponsors with Employee of the Month nominees



Program Sponsors for 2019/20



Diane Delich
MYVISTA's Hairdresser



Due to COVID -19 restrictions, Employee of the Month presentations have been delayed for the April, May, June 2020 period.



2020 Staff Service Achievements

26 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
- 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





Residential Aged Care

| **Home Care**

| **Retirement Village**

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