



MYVISTA
OUR HERITAGE IN HARMONY

ANNUAL REPORT

2021-22

*CELEBRATING
OUR WORKFORCE*



A MESSAGE FROM THE CEO

After watching the world contend with corona virus for nearly two years and seeing the devastating toll it was having on the elderly in particular, it was with trepidation that MYVISTA viewed the WA borders finally opening in March 2022.

Since then, COVID-19 has had a significant impact on every area of our operations. While our staff have capably managed the active cases of COVID that have since arisen amongst those we care for, it is the ongoing burden of having to wearing PPE face masks that is a particularly difficult challenge for us all and perhaps, even though it is a 'minor' inconvenience, is what most marks this year as different from any other we have experienced.

Many of our residents have limited English; others have cognitive decline or sensory loss. Several experience a combination of these factors.

A smile can bridge so many barriers and I hope that we will soon be able to remove the PPE masks we all wear everyday and the kind smiles of our staff will soon be seen again by our much-loved residents and customers.

Thank you to everyone who has been on this journey through the pandemic with us.

Irene Mooney
CEO, MYVISTA



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City of Stirling Dine Under The Stars - 12 November 2021.

MYVISTA proudly sponsored this community event in Mirrabooka which featured dance performances from Korean Traditional Culture and Arts Community Incorporated pictured here with Irene Mooney and Finance Manager EK Kim.

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.

ABN: 758 332 187 09



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.



MYVISTA was proud to once again support World Elder Abuse Awareness Day by bringing along the Purple Road pieces created by staff and residents to an information stand at Karrinyup Shopping Centre.

Board Chair & CEO Report



The 12 months of the 2021-22 financial year have been comprised of challenges and complexity, sprinkled with a touch of madness and joy! We are pleased to present this report on MYVISTA's operations and achievements over this period to our valued stakeholders.

Leadership

The focus of the Board of Directors during the year has been on consolidating the completion of its strategy to increase MYVISTA's capacity to meet the aged care needs of the multicultural population in and around Mirrabooka with the development of the 112 residential aged care places and 45 retirement living apartments. With the Mirrabooka Development officially opened in May 2020, the Board has subsequently

been focused on the ongoing management of the business following this period of rapid expansion while continuing to provide optimism for the future.

In December 2021 Board member Ms Pamela Iseppi retired after 10 plus years of service, which created a casual vacancy on the Board. We extend our sincere thanks to Ms Iseppi for her significant contribution to MYVISTA over these years. With four other Board members due to conclude their terms of appointment on MYVISTA Board in October 2022, the Board has been actively undertaking succession planning for these positions and implemented a rigorous recruitment program for new Board members to join the Board to lead and govern MYVISTA as it continues to deliver on its purpose of providing culturally appropriate care for the aged.

COVID - 19

Throughout the year, COVID - 19 continued to be a dominating feature at MYVISTA in all areas of our business, particularly since early 2022 when we had to contend with outbreaks in both residential aged care facilities, our retirement living communities and amongst our home care clients.

Contending with active cases has challenged our staff as we have had to implement complex testing regimes as well as onerous but necessary infection control practices and policies. The ongoing requirement under WA Department - Health directives to screen all visitors which has included

individual's temperature checks, conducted Rapid Antigen Tests, and provided PPE guidance adding to the pressure on staff and resourcing.

Against this backdrop of our staff having significantly more tasks to perform related to COVID-19 controls, the high number of cases within the community creating the need for individuals to isolate also impacted the availability and capacity of our workforce across many months. Pleasingly we have met these challenges with minimal impact for those in our care. This could not have been achieved without the commitment and dedication of the aged care facility managers and the staff, as well as the cooperation and support of residents and their families and we would like to take this opportunity to acknowledge their extraordinary efforts in keeping our residents and customers safe.

The demands of managing mandatory vaccinations for staff have been ever changing and evolving. Our thanks to all our staff who met this challenge, with only two individuals choosing to resign as a direct consequence of mandatory vaccination laws. Our Infection Control Leads and Clinical Leads worked non-stop with over 200 residential aged care customers and their family members to gain consent for COVID-19 vaccinations to be given to the residents and manage the subsequent vaccination changes as rapidly as possible.

During the year we also faced significant supply chain shortages partly due to the global impact of COVID-19 and interrupted

transport networks that affected the availability of PPE and other essential consumables used daily in our aged care facilities and home care services.


Fortunately, we were once again able to work around these shortages with minimal impact on our customers with most supply chains starting to be restored by June 2022, we continue to have some delays with trades and contractors due to the current national workforce shortages.

Workforce

Workforce remains a significant and concerning challenge across the aged care sector and, to an extent, here at MYVISTA.

However, we are fortunate that we enjoy a higher than industry average rate of staff retention across our aged care facilities which can be partly attributed to our favourable model of care and flexible approach to rostering.

Another factor is our smaller size which enables our senior managers to build and maintain close relationships with staff and provide them with mentoring and coaching as it is required and this in turn fosters a supportive and positive workplace culture.



We are proud that we continue to be able to leverage the cultural diversity of our staff to advantage as we work with the communities we serve. Our Customer Service team continues to be a supportive voice to guide people through the aged care system as they engage with aged care providers as first-time customers or on behalf of a loved one.

The past year has seen our corporate team adjust within its new home at Mirrabooka. It has been a period of significant change as the team has had to re-shape and revise its systems and processes to meet the organisation's requirements following its significant increase in size over the past 24 months. The corporate team have approached these changes with their usual good humour and commitment to ensuring their services support MYVISTA customers, staff and regulatory compliance obligations.

Legislative environment and business performance

The Aged Care Quality and Safety Commission conducted "Accreditation" reviews at both residential aged care sites during the year and we are pleased to report that both sites have had their accreditation renewed. We congratulate the managers and staff at both Mirrabooka and Balcatta on this achievement which gives reassurance to families that their loved one's care is being provided at a continued high standard.

As part of the aged care reforms there are changes to some existing reporting and funding frameworks and legislative

compliance planned by the Federal Government, particularly regarding changing from the existing Aged Care Funding Instrument (ACFI) model to a new case mix model known as AN-ACC funding due to start from 1 October 2022. This change will not impact residents at all, but it does completely change how aged care providers like MYVISTA resource, receive, manage, and report against this resident funding, which is a subsidized payment for the clinical and care for residents. We remain ready to respond to all the reforms and our staff as always will work through the changes to ensure there is minimal to no impact on residents and or customers.

We can echo what other aged care providers are experiencing which is an increasing pressure related to funding, indexation and policy around the governments control and limits on how aged care providers can charge for additional services. Despite the pressure on income, expenditure and bank debt to repay the large investment in the Mirrabooka Development we are pleased to report the business continues to remain viable and sustainable. Sales of the Mirrabooka retirement living apartments remain steady with the building nearing fifty per cent occupancy and steady interest received in the remaining unleased apartments. It has been rewarding to see to the commercial tenancies on the ground floor of Mirrabooka achieve full occupancy bar one premises, and we note the enormous amenity these medical and allied health care business are

providing to those living and working on the Mirrabooka site and to the broader local community. Demand for villas within the Balcatta Retirement Village remains very strong with several villas being re-leased within weeks of coming onto the market. This highlights that the village continues to be a desirable and vibrant community for the retirees who live there.

We are particularly proud that the Mirrabooka Residential Aged Care which achieved ninety-seven percent occupancy in early December 2021, affirming the organisation's belief that there was an unmet need for a high-quality aged care facility in this locality. Residential Care at Balcatta, the foundation of MYVISTA, continues to be in high demand and continued strong interest amongst members of southern European communities.

Our Home Care remains steady, providing care and services for around 50 customers, noting that there has been some natural attrition and growth within this number and movement between the 4 levels of Home Care packages. Many of the customers from home care have accepted Residential Care places with MYVISTA which ensures the trusted relationship continues.

Our sincere thanks go to all those who have contributed to MYVISTA's work over the past 12 months.

From the continued strong and effective leadership provided by the Board of Directors to the skills and expertise of the Senior Management Team and corporate staff, and the ongoing love and care provided by all our staff and volunteers who enable our customers to live their lives to the fullest, everyone has a role to play in making MYVISTA the wonderful organisation that it is.

The families of those we support are important partners in the care we provide and we would like to acknowledge the patience and understanding they have shown us over the past 12 months as we have had to contend with restricted visiting hours and continued screening requirements due to COVID- 19.

On the eve of celebrating MYVISTA's 30th anniversary in the second half of 2022, we look forward with optimism for the future and thankful to all those who have been part of the history and journey so far.

DC (Tony) Vallelonga JP

Board Chairman

Irene Mooney

Chief Executive Officer

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

Mary Vlahov-Musin

Antonio Carmignani

Nick Karsakis

Peter Sermon

Angelo Scatena



DC (Tony) Vallelonga JP
Board Chairman



Angelo Scatena
Vice Chairman



Bernard Martinovich
Secretary



Rod Constantine
Treasurer



Nick Catania
Board Member



George Naoum
Board Member



Ray Paolucci
Board Member



Pamela Iseppi
Board Member
(Resigned December 2021)

Operations

Providing high quality and safe 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 people can live independently but with the reassurance of assistance nearby, or to the 24-hour support provided through residential aged care, MYVISTA helps people through all stages of ageing.




Home Care enables people to maintain their independence as they age.

HOME CARE

Home Care is a significant contributor to MYVISTA's suite of aged care services as it offers older people the option of maintaining their existing lifestyle with the assistance that they choose to support them. A significant proportion of MYVISTA's Home Care customers are also residents of the two retirement living communities and this continuum of care is very reassuring to customers who appreciate dealing with staff who have a deeper understanding of their individual situation and with whom they enjoy a close connection.

The past 12 months have seen Home Care support and assist a number of customers into residential aged care when it has been mutually determined that their needs would be better met with the 24 hours - 7 day care that residential aged care provides. This is another example of how MYVISTA is well placed to support people throughout their ageing journey.

Reform changes - particularly around the funding model for customer service charges - have been a significant feature of the past 12 months with the Home Care and the Finance and Administration teams working together to ensure customers are informed about these changes while minimising any impact or inconvenience to them and the service they receive.



Like all other areas of the business, the risk of COVID-19 transmission needed to be managed with robust screening process and PPE was provided for both staff and customers to use. The care and service of customers who unfortunately contracted COVID was prioritised based on their risk level and was managed in close partnership with their families over the period of their isolation.

Despite a number of customers moving on from the service to residential aged care, the intake of new customers has meant the overall client base has remained consistent from year-end to year-end.

RETIREMENT COMMUNITIES

The 2021-22 financial year marks the first full year of MYVISTA offering two retirement living options with the City of Stirling. While very different in form, both offer well priced, purpose designed accommodation that will enable residents to age in place amongst peers and for many, close to where their existing social networks have already been established.

The Balcatta Village welcomed a number of new members to its community with 11 refurbished villas re-leased to new residents after becoming vacant.

Strong demand for villas within the 15 year-old complex demonstrate it remains a desirable option for over 55s seeking to downsize. The social committee continued with its schedule of resident functions although these were impacted by COVID-19 restrictions at certain points.

The population of the Mirrabooka Retirement Living Apartment complex continued to grow and at the end of June 2022 it was close to 50 per cent occupancy with continuing steady interest in the remaining apartments. The Mirrabooka Development was intentionally designed with a range of commercial premises suitable for health and wellness services integrated into the ground floor and also accessible to the public. These premises help retirees to continue to enjoy independence by having necessary services close at hand. During the year the Mirrabooka Retirement Living residents were surveyed about life in the apartments and nearly all who responded said they used one or more of the services available on the ground floor, affirming this uniquely designed retirement community is successfully supporting residents in the way it was intended to do so.

During the year a City of Stirling 'Meet your Neighbours' event grant was received to enable Winter Warmer lunches to be held at both retirement communities.



Mirrabooka Aged Care residents enjoyed a concert given by a string quartet from the Western Australian Symphony Orchestra's Music for Seniors in the Community program in November 2021.

RESIDENTIAL AGED CARE

The 2021-22 Year was a uniquely challenging one for residential aged care operations.

Full occupancy at Mirrabooka

In the first half of the period, Mirrabooka Aged Care continued to welcome an average of three new residents a week as it worked towards full occupancy. This was achieved in December 2021 when all 108 funded places were filled and it has maintained an occupancy rate of 96 per cent with all four levels of the facility fully operational since then. The continual onboarding of new staff and training them in the facility's processes

and procedures as the number of residents grew, while also fostering the much-respected MYVISTA workplace culture during this time, is a significant achievement.

The well-established Balcatta facility continued to maintain a very high occupancy rate that is above the sector average with families seeking a culturally inclusive environment for their loved one. MYVISTA is proud that word-of-mouth referral based on positive consumer feedback continues to be the main source of admission enquiries for Balcatta and now also Mirrabooka.

Both Residential Aged Care sites remain accredited and meeting the required Aged Care Quality Standards and Principles.

COVID-19

While robust infection control procedures have been in place since the start of the pandemic, widespread cases in the Western Australian community since the borders opened in March 2022 have had a profound impact on both aged care sites. The impact was immediately felt as staff had to be deployed to screen all site visitors using Rapid Antigen Tests, temperature checks and a health screening survey. During outbreaks visitors also had to be assisted to don full PPE and supervised as they moved through the facilities. While some of these measures have eased, screening procedures remain a significant burden on staff.

MYVISTA's workforce was significantly impacted during the second half of the period with many staff members unavailable to work due to COVID isolation requirements. In April 2022 this reached a point at Balcatta when the assistance of the Australian Defence Force was sought to fill staffing gaps. Temporarily having serving personnel on site in aged care was a positive and highly memorable event, with many residents quite enjoying the unusual addition to the staff. MYVISTA is extremely grateful for the support it received during this particularly challenging time and would like to acknowledge the assistance



Staff made sure Mirrabooka residents enjoyed Easter despite COVID restrictions being in place at the time.

received, and the support and cooperation of families as both facilities have navigated and managed through a number of periods where visitor restrictions had to be applied, which impacted visitor access and numbers. Despite recording cases amongst residents, due to the high rate of vaccination achieved, no deaths were recorded as a direct result of COVID, which is a remarkable achievement.

While individual cases were still being detected, staff were quickly able to contain them through dynamic teamwork and staff knowledge and skills in infection control.

Surviving COVID: MYVISTA Balcatta's COVID experience

For long two years MYVISTA had been living in dread of COVID entering its aged care facilities and harming its vulnerable residents. Then on 25 March 2022, what had long been feared came to pass when a resident with respiratory symptoms at its Balcatta Aged Care facility tested positive to COVID-19.

From this initial case more residents tested positive, and as Western Australia's borders opened and COVID took hold in the community, MYVISTA staff also began to be impacted outside of work, either contracting it themselves or else being deemed a close contact.

What followed has been a remarkable time in MYVISTA's history as it has rose to the challenge of continuing to care for residents, contain the highly infectious outbreak and cope with staff shortages all while being a COVID outbreak site.

Balcatta's Director of Nursing, Dr Mya Daw Sein, describes COVID as being like a thief that goes from house to house, slipping in unnoticed. "When we first detected it in our facility we were surprised and shocked because we have had such thorough screening processes in place for so long".

"Fortunately we were very well prepared with lots of full PPE on hand and a plan ready for how we would manage an outbreak and continue to care for residents as they became unwell".

Staff quickly adapted to donning and doffing full gowns, gloves, facemasks and face shields for the whole time they were at work. Even moving around the facility was governed by a careful plan to reduce opportunities for further spread. After Balcatta was declared an Outbreak Site under Federal and State Government Guidelines, this meant that COVID restrictions were implemented and as a result this restricted visitor numbers, but still ensured that residents had family / loved ones to visit and spend time with them, with the added precaution for visitors of wearing full PPE.

Dr Daw Sein said that an open line of communication with the Commonwealth and Western Australian Government's Outbreak Management team was maintained throughout the experience, with the organisation providing daily updates on testing, case numbers, PPE supplies and staff numbers. This support proved invaluable when the infection rate among staff (including those deemed a close contact) reached a point where workforce assistance was needed.

Through the Commonwealth Outbreak Management Team, additional staff were supplied with a combination of specialised agency and Australian Defence Force personnel who came onsite to help out in both clinical and care support roles. Among them were members of the Australian Navy



Australian Defence Force personnel were very welcome helpers for a brief time during the pandemic at Balcatta Aged Care.

who worked in full naval fatigues and were very different care providers compared with MYVISTA staff.

“The residents really enjoyed having the Defence staff here who were all so kind and efficient,” Dr Daw Sein said. “They were really super, really good and so happy to be here,” she added.

“The ADF and agency staff helped out in a variety of ways, from unpacking and sorting PPE supplies, and helping with things like emptying rubbish, to full clinical care provided by RNs.

“Some of the staff even returned on the weekend in their own time to continue to help. They were very committed.”

Meanwhile, the emotional care of residents who at some cases needed to isolate in their rooms remained an important priority. The Lifestyle Coordinator Stanka and the team of Therapy Assistants visited each resident to provide activities and company. They also assisted them to communicate with loved ones via video calls on iPads.

With robust infection control and continued good care practices the initial Balcatta outbreak was fortunately brought under control within three weeks and further spread prevented. A very high vaccination rate among residents at Balcatta (and 100% vaccination rate among staff) has contributed to short time periods for each outbreak. Most residents with COVID only reported cold like symptoms that were less severe than flu symptoms.

When asked what MYVISTA has learned from the initial experience of a significant outbreak, Dr Daw Sein said it was the importance of having a good team around you and being able to collaborate well with external services and resident’s families was critical. She also stressed that all staff understood how important it is to remain vigilant for symptoms in residents.

“I am very proud of our team who rose so well to this challenge. We were all quite exhausted from the experience which was very taxing physically and mentally. However, we are stronger from it and prepared for whatever may come,” she concluded.

Business Enablement

It is MYVISTA's staff who enable it to fulfil its purpose of providing culturally appropriate care for the aged. As well as our 'customer facing staff' MYVISTA has a team of dedicated behind the scenes employees who ensure our workforce is well supported through its payroll and workforce administration functions, regular training, that the working environment is fit for purpose and that appropriate systems and procedures are in place to enable every staff member to excel in their role. This team continue to ensure our compliance and fiscal responsibilities are managed, reported, evaluated, and communicated and delivered and practiced to Best Practice Standards.

Balcatta GPON Project

During the year MYVISTA received the funding it had secured via an Australian Government Department of Health and Aged Care Business Improvement Fund Grant that was initially announced in December 2020. The \$1,015,000 grant is enabling MYVISTA to upgrade its fibre optic system (GPON) at the Balcatta Aged Care facility to significantly improve the ICT infrastructure and which will enable a new PABX phone system and nurse call system to be installed. The benefit of this upgrade to residents and stakeholders will mean communications into and within the facility will be greatly improved.

Physical installation of the network has been underway throughout the year, but it has encountered delays due to COVID-19 outbreaks and supply issues. However, with the support of the Department of Health, the organisation was able to seek an extension to the project with completion anticipated by December 2022.

Quality Management Systems

Further expansion of MYVISTA's electronic Quality Management System, ionMy was achieved during the year. Feedback (complaints, compliments and suggestions) is now able to be captured using this software across all parts of the organisation, including Home Care and both Retirement Living communities. The enhanced system enables MYVISTA to respond in an efficient and timely manner to all the feedback it

receives and promptly identify any trends or areas where improvement is required. Pleasingly it also enables MYVISTA to appreciate where it is doing well.

The capturing of Continuous Improvement activity was also further developed so it can move to a digitalized process enabling the organisation to better identify where improvements can and are made so it is able to be confident it is delivering the highest level of personal care.

Workforce

MYVISTA's workforce continued to expand as Mirrabooka Aged Care reached full occupancy with this in turn requiring increased levels of administrative support. It should be noted however that staff members within the Finance and Administration team have admirably managed the larger workload resulting from the increased workforce with minimal additional resources.

Staff role mix

As of 30 June 2022 MYVISTA employed:



While staff shortages across the aged care sector continue to be a challenge for many providers, MYVISTA has managed comparatively well, particularly in light of having to actively recruit for the many new roles created over the last two years of expansion as well as filling those arising from natural attrition. This is in part attributable to the welcoming and supportive environment it provides through its multicultural identity which staff appreciate and recommend to others.

Employee of the Month
sponsored by:



Recognising our staff

Our staff are at the heart of what we do. Our employee recognition program is how we acknowledge individuals who “Go Above and Beyond”.

The program 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.

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

July 2021	Lily Saroim	Balcatta
	Analiza Saloria	Mirrabooka
August 2021	Hana Demiroski	Balcatta
September 2021	Alma Omerovic	Balcatta
	Kinlay Bidha	Mirrabooka
October 2021	Bozena Ulinska-Glazowska	Balcatta
	Skye Abdullaah	Mirrabooka
November 2021	Melanie Kassaye	Balcatta
	Sarah Wheatley	Mirrabooka
December 2021	Jesibel Mangubat	Balcatta
	Evelyn Bautista	Mirrabooka
January 2022	Anka Vujovich	Balcatta
	Santa Rai	Mirrabooka
February 2022	Mi Khai Htaw	Balcatta
	Hasta Mahatara	Mirrabooka
March 2022	Maria Jacinto	Balcatta
	Linda D’Annunzio	Mirrabooka
April 2022	LJ Domingo, Hana Demiroski, Stanka Cica, Melanie Kassaye (joint winners)	Balcatta
	Aira Yleen Corpuz	Mirrabooka
May 2022	Mallory Carter	Balcatta
	Rebecca Glass	Mirrabooka
June 2022	Iang Tin Par	Balcatta
	Linda Grosse	Mirrabooka



Congratulations to Lily Sairom
Assistant in Nursing who was selected
as Employee of the Year 2021

MYVISTA is proud that it continues to be an employer of choice for aged care workers with many choosing to remain employed with the organization for many years.



Long serving staff members, Balcatta Director of Nursing Dr Mya Daw Sien and Balcatta Lifestyle Coordinator Stanka Circa.

Length of Service

MYVISTA is proud that many of staff choose to stay with us over many years. Their collective commitment and loyalty is greatly valued. During the year the following staff were recognised for these employment milestones.

5 Years

- Jiaming Yao
- Sabita Gurung
- Wang Winthan
- Naw Sa Lo Stevenson
- Margie Hahn



10 years

- Kyoung Jin Mary Seong
- Maria Theresa Jacinto
- Merlinda Lelis
- Adrian Gawlu
- Yang Zhang

LONG TERM STAFF MEMBERS



Total of all staff members working at MYVISTA for more than 5 years : 76

Combined years of service of this group: 796

Summary Financial Statement

We are pleased to present this summary financial report for MYVISTA for the 2021 - 2022 Financial Year. A full copy of our audited General Purpose Financial Report is available from our website.

While MYVISTA experienced an operational deficit for the financial year, it has largely occurred as a result of the ongoing commissioning of the Mirrabooka Residential Aged Care facility, the ongoing low levels of indexation applied to Government funding and the increased operating costs incurred due to the COVID-19 pandemic and outbreaks.

During the 2021/2022 financial year residents were welcomed at an intentionally gradual rate to enable a smooth ramping up to full occupancy of the Mirrabooka facility. It was pleasing to note Mirrabooka Aged Care reached full occupancy in December 2021 with 108 residents and has maintained an occupancy rate of around 96 per cent since then.

Balcatta Residential Aged Care remains at 96 per cent occupancy (against an average industry occupancy of 90 per cent) with the pleasing operating result of a profit.

As with all other Aged Care Providers, both of MYVISTA's operations and its Balcatta and Mirrabooka aged care facilities in particular were significantly impacted by the COVID-19 outbreak in Western Australia. Preventative measures were implemented to protect residents, staff and other stakeholders against the outbreak which resulted in significant costs to the organisation as a whole. Additionally, the impact of the pandemic on the workforce resulted in increased staffing costs in order to maintain sustainable residents to staff ratios.

Occupancy of the 45 Mirrabooka Retirement Living Apartments continues to steadily grow with six more apartments leased during the year and the complex nearing 50 per cent occupancy at the end of the period. Four of the five commercial tenancies are now leased to businesses.

There is strong demand for villas within MYVISTA's Balcatta Retirement Village with 11 villas re-leased during the year; one of the highest annual rates of re-leasing since it opened in 2008.

By the close of the year, MYVISTA had paid in full its loan from financial institution NAB for the Mirrabooka Residential Aged Care building and was in the process of preparing for significant changes to its funding revenue, with the Federal Government's Aged Care Funding Instrument (ACFI) due to change to the new AN-ACC funding structure from Oct 2022.

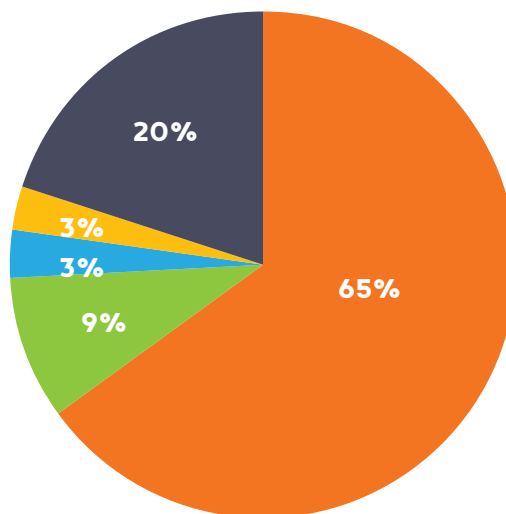
Financial Summary

Profit & Loss Statement

INCOME	2022	2021
Resident Income	\$5,121,842	\$3,701,443
Subsidies	\$14,345,363	\$10,196,413
Homecare Income	\$1,183,378	\$1,148,060
Interest Received	\$41,752	\$55,841
Deferred Management Fee	\$105,569	\$6,975
Other income	\$2,733,554	\$501,722
	\$23,531,458	\$15,610,454

EXPENDITURE	2022	2021
Employee Benefits Expense	\$15,881,130	\$11,240,073
Depreciation Expenses	\$1,949,568	\$1,942,708
Finance Cost	\$826,152	\$1,064,732
Home Care Expense	\$759,747	\$716,063
Other Expenses	\$4,905,272	\$3,837,380
	\$24,321,869	\$18,800,956

NET SURPLUS/(DEFICIT)	(\$790,411)	(\$3,190,502)
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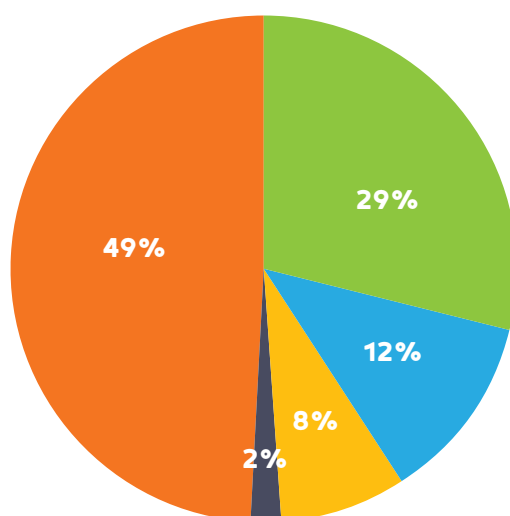


■ Employee Benefits Expense
 ■ Depreciation Expenses
 ■ Finance Cost
■ Home Care Expense
 ■ Other Expenses

Balance Sheet

ASSETS	2022	2021
Cash and Cash Equivalents	\$15,456,116	\$11,119,377
Trade and Other Receivables	\$9,993,553	\$15,519,305
Financial Assets	\$3,234,250	\$3,226,683
Property, Plant and Equipment	\$63,526,999	\$64,375,650
Investment Property	\$38,121,223	\$38,512,293
	\$130,332,141	\$132,753,308

LIABILITIES	2022	2021
Trade and Other Payables	\$1,819,115	\$2,453,675
Borrowings	\$27,180,213	\$38,120,757
Provisions	\$2,395,808	\$2,009,391
Resident Bonds and Leaseholders	\$75,528,964	\$66,097,792
Other Liabilities	\$1,141,362	\$1,014,603
	\$108,065,462	\$109,696,218
TOTAL NET ASSETS	\$22,266,679	\$23,057,090



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



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