

# ANNUAL REPORT

2022-23



Retirement Living



30 YEARS OF CARE



Residential Aged Care

Home Care



## INTRODUCTION

During the 2022-2023 financial year reporting period we have seen some significant changes at MYVISTA.

This included farewelling several of our long-term key personnel and preparing or consolidating our internal management systems and work practices in line with numerous Aged Care Reform legislative and/or compliance changes. As is the MYVISTA way, we have risen to meet the challenges and change with an optimistic and positive approach, ensuring we bring each other and the community along with us. Chair of the board Geroge Naoum is pleased to be presenting this annual report after completing his first year as MYVISTA Chairman. Together with Irene Mooney - CEO of MYVISTA they are proud to share the past year's achievements and business successes with you all.



Mr Vasilis Radis Balcatta Aged Care resident receiving an Order of Australia Medal in the 2023 King's Honours List

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RUOK Worker Day 2023

# A Message from the CEO and Chair of the Board



## Governance

With six new Board members being elected and/or appointed from October 2022, and 4 newly nominated officer positions (Chairperson, Deputy Chair, Secretary and Treasurer), the first few months of the reporting period were ensuring all board members settled into their new roles and director responsibilities. This transition process was seamless, which is no surprise given the knowledge, experience, and skills that each board member brings under George Naoum's leadership and guidance.

**With the new members, we have increased our gender diversity on the board, with three excellent and experienced female directors; two of whom have medical and clinical professional qualifications and experience, allowing us to expand our clinical and care governance at board level.**

During the year, we implemented our Strategic Quality and Safety Committee - which reports directly to the board - and includes the two board members with clinical qualifications as committee members and an independent consumer representative. This committee ensures we will meet the Aged Care Governance Reform agenda to have a Quality Advisory Committee by 1st December 2023.

All new board member's key personnel compliance documentation is in place and aligns with another of the required Aged Care Governance Reforms. The board has independent representatives with the right skills, qualifications, and experience to represent MYVISTA business operations.


## Infection Control -Pandemic Management

Throughout the year, COVID-19 continued to be present within MYVISTA and the broader community, however outbreaks were less frequent in Residential Aged Care operations and our workforce was less impacted than in the previous two years.

Ongoing PPE requirements to wear a mask and have a negative Rapid Antigen Test for all staff and visitors on entry was continued to minimise risk.

This could not have been achieved without the commitment and dedication of the aged care managers and staff, as well as the cooperation and support of residents / customers and their families. We would like to take this opportunity to acknowledge their amazing efforts in keeping our residents and customers safe.

The finance team managed the all COVID Grant applications available through the Federal Government. Each outbreak required a new grant application and there was a significant delay in the processing of the grants by the department.



We continue to encourage and remind customers, families, and staff to have the COVID booster vaccinations and current influenza vaccination through regular communications.

### *Our thanks to all.*

Our Infection Control Leads and Clinical Nurse Leads continue to provide ongoing education and support in ensuring we maintain all infection control protocols and practices and they are ready in the event of future outbreaks.

### **Workforce**

The workforce continues to remain a number one challenge for all aged care providers and indeed the health care sector both in WA, nationally and internationally. MYVISTA has been fortunate to maintain longevity of many of our staff and when required, attracted the required staff who are not only qualified and competent to perform their roles, but are really wanting to work in aged care and make a difference to the daily lives of the seniors who are our customers.

We have continued to enjoy a higher than industry average for staff retention, which can be attributed to our established model of care and very flexible approach to rostering, and staff engagement. This is all made possible through positive leadership, team culture, workforce relationship management, and an ever-present focus on customer outcomes. We are aware that our current model of resident / customer care minute allocation will be normalised in the 2023-2024 year as mandatory care minutes will apply to all aged care providers.

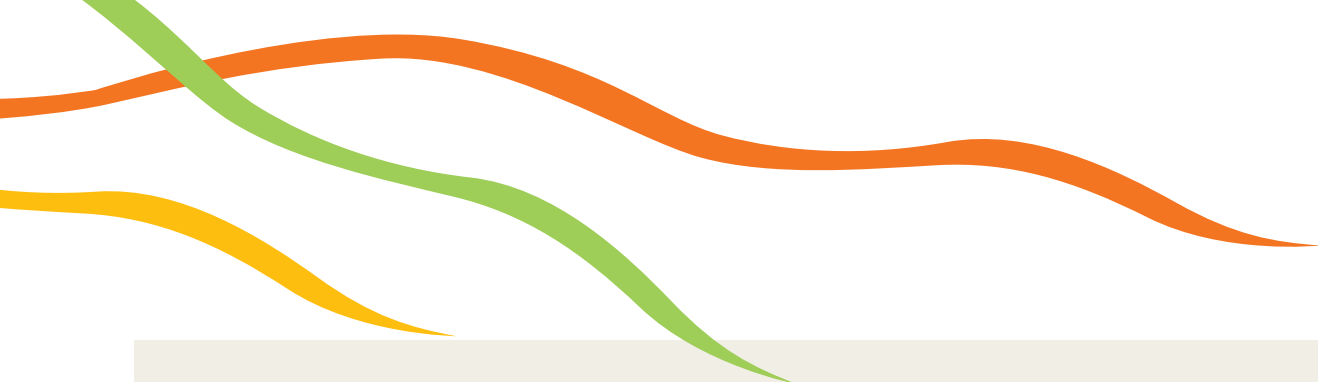
Our workforce is our strength, and this is especially evident through the culture of our employees and we acknowledge it is this diversity of workforce and inclusive environment that continues to allow us to provide culturally appropriate care to customers.

During the last year we have increased some of the corporate service resources to support the significant growth of the operations and services over the past three years. This has been in the areas of learning and development administration, home care financial administration, and part-time project management hours to support strategic projects.

Both residential aged care operations have increased the onsite administration hours to support the required reporting and monitoring of care minutes, maintain flexibility of rostering, and increased workforce relationship communications.

It is fair to say that all areas of the workforce have had several changes to understand, learn and implement into their daily roles. This includes changes to legislation and compliance which impact on practices, reporting and recording requirements, and evaluation of outcomes. Through these changes, all staff have shown a willingness to learn and adapt.

The changes to the Industrial Relations Legislation and the Fair Work Commission - Work Value Decision of Care Workers has required the Finance and Payroll team to make numerous system and procedure changes in readiness for the 30/06/2023 pay period requirement. As always, the team stepped up to ensure all compliance obligations were met with accuracy and a smile.



## Legislative environment and business performance

In July 2022 the Federal Government introduced two pieces of aged care legislation to parliament. Outlined below are key areas for MYVISTA:

- Introducing the new [Australian National Aged Care Classification \(AN-ACC\) funding model](#) for residential aged care from 01/10/2022
- The publishing of a Residential Aged Care Star Ratings to help older Australians compare residential aged care services and decide which service best fits their needs from 01/12/2022.
- An enforceable Code of Conduct for Aged Care applying to approved providers and their governing persons and workforce. It also provides powers for the Aged Care Quality and Safety Commissioner to take enforcement action for substantiated breaches from 01/12/2022.
- Extending the [Serious Incident Response Scheme](#) to home care and flexible care delivered in a home or community setting from 01/12/2022.
- Strengthening provider governance, including placing new reporting requirements on providers and requiring clinical expertise on their governing bodies, to commence from 01/12/2023.
- Providing [increased financial and prudential oversight](#) of the use of residential accommodation deposits and bonds. This includes three-monthly reporting on operational expenditures and supply costs, commenced from 01/07/2022.
- Revising the restrictive practice arrangements to address gaps in state and territory guardianship and consent laws.
- Ban exit fees and enable the capping of administrative and management charges in the Home Care Packages Program, commence on 01/01/2023.
- Having a registered nurse onsite and on duty 24 hours a day, 7 days a week in every residential aged care home to commence from 1 July 2023.

There were also an additional six mandatory quality indicators implemented on 01/04/2023 for residential aged care providers. These quality indicators are reported three-monthly and provide data on care and quality of life indicators for all residential aged care providers and feeds into the Star Rating system.

All the new reforms outlined above have required significant adjustments and alterations to workflow, documentation, electronic data bases and reporting mechanisms. This has required the corporate leadership and management team to continually learn about the changes and the implications for MYVISTA systems and processes, and share and educate the workforce, contractors, and families.

## The Aged Care Quality and Safety Commission conducted a full “Accreditation” review at Mirrabooka residential aged care in late June 2023, resulting in a full 3-year Accreditation Period being awarded.

This is a wonderful outcome for the site and MYVISTA and supports the significant work, leadership and commitment of the manager and her team. There were several onsite inspections for the commission staff during the period for infection control preparedness and management which showed compliance in these areas.

The Home Care team worked through the notice of non-compliance against the quality standards after a review during the year. In February 2023 all improvement actions were deemed as compliant. This review provided great insight into MYVISTA’s current systems and processes and identified the need to find a health records and customer management system that would provide increased level of data and record management and remote access for customers and Home Care team / contractors.

We acknowledge what other aged care providers are experiencing which has been an increasing pressure related to funding, indexation, mandatory and increased government reporting, and control on how aged care providers can charge for additional services and meet customer expectations. We have been able to meet these pressures and reduce bank debt for the development investment in Mirrabooka. We are pleased to report that the business continues to remain viable and sustainable.

Sales of the Mirrabooka retirement living apartments have increased slightly and reaching just over fifty percent occupancy, with continued interest and leads for the remaining unleased apartments. Commercial tenancies on the ground floor of Mirrabooka continue to have thriving business

operations and provide an enormous amenity to the MYVISTA customers and community through medical and allied health care services, pharmacy, and hairdressing businesses. There is one remaining tenancy to lease for a Café and during the year we undertook additional fit out measures to support future interested leasing parties. Demand and releasing of villas within the Balcatta Retirement Village remain strong, which highlights that the village continues to be a desirable and vibrant community for the retirees who live there.

## Occupancy and demand for both residential aged care places remains strong and is achieving a better than national average occupancy at 96%.

We predict that there will be ongoing growth in the home care community services area, but the organisation believes there will be an unmet need for a high-quality aged care facilities in this locality with people seeking residential aged care support much later in life and when they are frailer. To support this continued demand, our Customer Service team provide a knowledgeable and 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.

Our Home Care service has remained steady, providing care and services to an average of 50 customers. Many of the customers from home care transition into MYVISTA residential care places which ensures ongoing trusted relationship for the customers. A key strategy for MYVISTA will be to use the next 12 months to expand the Home Care team’s capabilities in workforce resourcing and better suited care management systems to enable remote access reporting and increased efficiency.

Our heartfelt thanks go to all those who have contributed to MYVISTA’s work and success over the past year. This has been achieved through Respect, Care and Love, and Contribution from continued



*Mirrabooka retirement living apartment residents enjoying their Mad Hatter's Tea Party*

strong and effective leadership of the Board of Directors, the passion, skills and expertise of the senior management team and corporate staff, and the ongoing dedication and compassion provided by all our staff and volunteers who enable our customers to live their best lives. Everyone turns up each day to undertake their role in making MYVISTA the magnificent organisation it is.

The families and friends of those we support continue to be important partners in the care we provide, and we acknowledge their continued trust and understanding shown to us over the past 12 months as we have navigated through the aged care reforms and legislative changes.

**We thank everyone for supporting and celebrating MYVISTA's 30th anniversary of providing care and services. We look forward to the future as we continue to shape our organisation to meet seniors' needs and expectations.**

**George Naoum**  
*Board Chair*

**Irene Mooney**  
*CEO, MYVISTA*



# About MYVISTA

MYVISTA is a leading provider of residential aged care, retirement living and home care services. Operating as a Not-for-profit organisation, we work collaboratively in partnership with customers and their families to provide holistic, high quality-care.

Our Balcatta and Mirrabooka locations are home to a vibrant and diverse group of customers and residents who, together with MYVISTA, have created a strong sense of community that meets their health, wellbeing, spiritual, cultural, and emotional needs.

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 formed in 1986 with the first residents welcomed into care at the then 40 place Hostel in Balcatta in October 1992.

The land on which Balcatta stood was initially leased from the City of Stirling however, in 2009 it 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 existing services 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.



Balcatta Aged Care residents enjoying traditional Macedonian dancing in celebration of North Macedonia Independence Day. The festivities included music, traditional food and dancing.

# MYVISTA Board of Directors

MYVISTA is governed by a dedicated board of volunteer directors who each bring a unique and diverse set of skills, experience, and attributes. The board is responsible for setting the strategic direction and goals for the organisation, ensuring good governance and ongoing financial viability in line with purpose, vision, and values.

This reporting year we said goodbye to several board members who have served diligently with passion and devotion and leave in the year we celebrated our 30 years of heritage and Harmony. We acknowledge their significant contribution and dedication to MYVISTA and the broader older people in the community. They have left behind an impressive legacy to ensure the future success of MYVISTA over the coming years. The outgoing Board members included three of the four Officer bearers (Chairman, Deputy Chairman, Treasurer.) Outgoing Board members are shown below:

**Mr Antonio (Tony) Vallelonga**

Chairman from 2010 -2022

**Mr Angelo Scatena**

Deputy Chairman from 2010 -2022

**Mr Rodeny Constantine**

Treasurer from 2010 -2022

**Mr Nick Catania**

Board member from 2010 - 2022

**Mr Ray Paolucci**

Board member from 2010 - 2022

We welcomed new members who bring their own diversity of knowledge, experience, and insights. Through our shared commitment to providing outstanding quality of care to people of all ethnicities and backgrounds, this highly respected board will help herald in the next 30 years.

The new Board members are outlined below.



**George Naoum**  
Board Chairman



**Bernard Martinovich**  
Deputy Chairman



**Tony Papalia**  
Secretary



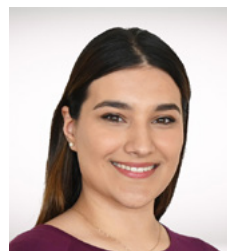
**Salvatore Vallelonga**  
Treasurer



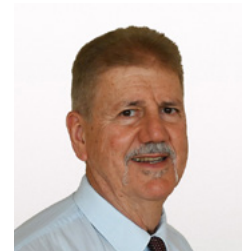
**Jennifer Wood**  
Board Member



**Carol Douglas**  
Board Member



**Natalie Krsticevic**  
Board Member



**Philip Paioff**  
Board Member

# Operations

Over the past year, MYVISTA's operational framework – from the seamless coordination of our Residential Aged Care and Home Care services, to the cultivation of vibrant communities at our retirement living villages – has come together to create the exceptional environment for which MYVISTA is renowned.

Our commitment to inclusion, safety, individualised care, and efficiency shines through as we continue to navigate challenges and seek opportunities to further elevate our standards.

During this reporting period we farewelled our much loved and respected Director of Nursing for the Balcatta Residential Aged Care, Mama Mia (Dr Mya Daw Sein), who after 15 years of dedicated service to MYVISTA residents, staff and families retired to commence the next phase of her life. This has been a significant change for the Balcatta Residential Aged Care community and MYVISTA and we sincerely thank her for all the years of dedication and service to what became Mya's extended family.

## Home Care

Home care is a key component of MYVISTA's suite of aged care services. It presents a choice that empowers older individuals to preserve their lifestyle while receiving tailored support. A significant portion of MYVISTA's Home Care customers are also residents in our two retirement village communities. This seamless continuum of care is very reassuring with our customers who value working with staff who have a deeper understanding of their unique situation.

As we cast our minds back to July 2022 and journey through the months that followed, the Home Care team at MYVISTA has witnessed a series of aged care reform, legislation, strategic shifts and operational enhancements that have both strengthened our foundations and propelled us forward. In this dynamic landscape, change has been a constant companion, and our ability to adapt, innovate, and excel has remained unwavering.

## Evolution of Leadership and Structure

- The appointment of a new Home Care Coordinator, succeeding the prior coordinators tenure, has ushered in a new era of guidance and expertise.
- The consolidation of our scheduling role to a single dedicated scheduler has led to enhanced efficiency, giving us the capability to provide stable and reliable appointment management for our customers.
- A review of future growth and clinical governance oversight has identified the need for a Home Care Manager position in the 2023-2024 reporting period.

Maintaining our customer base remains steadfast, reflecting the trust and satisfaction our services have consistently engendered. Over the reporting period, a review of continuous improvement and home care management systems were refined in line with Aged Care Quality and Safety Standards feedback and noted notice of non-compliances. These were resolved and closed out in February 2023.

## Implementation of Serious Incident Response Scheme for home care in December 2022.












Recognising the need to enhance customer feedback and communications, we have during this reporting period explored several home care specific care management systems to provide remote access for customers and staff, record, monitor and evaluate our care and services, maintain clinical governance standards, and manage changing customer health and wellbeing needs. This due diligence taken over several months signifies our determination to usher in a future of streamlined,

automated processes, reducing manual workload and ensuring adherence to compliance requirements. This implementation will be undertaken in the 2023-2024 year.

### Residential Aged Care: A year of evolution and excellence

As we reflect on the past year’s journey for our Residential Aged Care services, we see testament to adaptability, growth, and unwavering commitment to residents’ care and well-being. Throughout the dynamic landscape of change and challenges, our team has demonstrated remarkable resilience, fostering communities in which residents, families and staff can thrive with care, love, and compassion.

COVID-19 outbreaks were experienced at both sites, but with more information and higher levels of community and resident vaccination, it became more manageable and lasted for fewer days. We believe COVID-19 will continue to test us in future years and as such have continued to maintain our staff education and PPE stocks in readiness. During these outbreaks our focus on safety and infection control protocols, practices and the well-being of our residents has guided our approach and safeguarded our community. We take this time to acknowledge the impact that mask wearing, and outbreak restrictions has caused for residents, families, and staff, and we thank all you for assisting us to maintain a safe environment for everyone.

<p><b>QI Program quality indicators</b></p>	 <p><b>Pressure injuries</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients with pressure injuries, reported against six pressure injury stages.</li> </ul>	 <p><b>Physical restraint</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who were physically restrained.</li> </ul>
 <p><b>Unplanned weight loss</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who experienced significant unplanned weight loss (5% or more).</li> <li>Percentage of care recipients who experienced consecutive unplanned weight loss.</li> </ul>	 <p><b>Falls and major injury</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who experienced one or more falls.</li> <li>Percentage of care recipients who experienced one or more falls resulting in major injury.</li> </ul>	 <p><b>Medication management</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who were prescribed nine or more medications.</li> <li>Percentage of care recipients who received antipsychotic medications.</li> </ul>
 <p><b>Activities of daily living</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who experienced a decline in activities of daily living.</li> </ul>	 <p><b>Incontinence care</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who experienced incontinence associated dermatitis.</li> </ul>	 <p><b>Hospitalisation</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who had one or more emergency department presentations.</li> </ul>
 <p><b>Workforce</b></p> <ul style="list-style-type: none"> <li>Percentage of staff turnover.</li> </ul>	 <p><b>Consumer experience</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who report 'good' or 'excellent' experience of the service.</li> </ul>	 <p><b>Quality of life</b></p> <ul style="list-style-type: none"> <li>Percentage of care recipients who report 'good' or 'excellent' quality of life.</li> </ul>

Both sites implemented and prepared for the following significant aged care reforms during the reporting:

- Preparing and implementing the new AN-ACC funding instrument and systems for care subsidies. This new funding instrument meant several key changes, with external assessment agencies determining the initial assessments of residents and reassessment when noted changes are identified, along with understanding how this new funding tool links and impacted the pending October 2023 mandatory care minutes.
- Expansion of the mandatory quality indicators in April 2023- expanding the existing reportable indicators.
- Implementation of the STAR rating program for Residential Aged Care Providers



*Residents and their families enjoying the sunshine at the Balcatta Spring Fair*

### **Balcatta Residential Aged Care:**

#### **Nurturing a Transition in Leadership at Balcatta**

- The retirement of Balcatta's Residential Aged Care Manager Dr Mya Daw Sein in November 2022 marked a significant moment of change and transition. Stepping into this role as Residential Aged Care Manager was Mrs Sam Morgan in October 2022, embracing the legacy and laying the groundwork for new chapters of success.
- The appointment of a new Clinical Nurse Lead in September 2022 infused fresh insights and expertise into Balcatta clinical operations, further enhancing the quality of care we provide. A new Clinical Nurse position was implemented in December 2022, strengthening the Balcatta clinical team and providing additional clinical support to ensure ongoing and consistent care.

Despite the key personnel changes in both management and clinical domains, the heartbeat of Balcatta remains steadfast, and the team's dedication has ensured that these shifts have not disrupted our commitment to the well-being and satisfaction of residents and staff.

Through transitions in leadership, quality enhancements, and navigating regulatory landscapes, we've maintained our commitment to the individuals who call MYVISTA Balcatta home. As we look toward the future, the spirit of unity, innovation, and exceptional care remains at the heart of everything we do.



Mirrabooka Aged Care resident Brian and his lovely wife Janet who kindly donated these beautiful hand-made quilts to MYVISTA Mirrabooka for Remembrance Day.

**Mirrabooka Residential Aged Care:**

**Navigating Evolving Aged Care Reforms**

Mirrabooka has utilised the reporting period to evolve and consolidate the culture, workforce, and customer services. After the first two year of operations being all about commissioning, achieving target occupancy, implementing systems and processes, and getting to know how everything comes together, the manager was ready to lead and drive their dedicated team to achieve performance targets and a full 3-Year Accreditation status.

In June 2023 the site underwent an accreditation review against the Aged Care Quality and Safety Standards and was awarded a Full 3 Year Accreditation outcome. This is a significant achievement for the site in what has been a compelling and difficult period, with COVID-19 outbreaks, workforce shortages, aged care reforms and legislative changes. The results demonstrate the strong leadership and dedication of the Mirrabooka manager and team.

Throughout the reporting period the manager has revamped the sites rostering processes which have streamlined our administration daily operations, allowing allocation of resources with greater precision and flexibility. This has changed how they operate and showcases the dedication of team members who ensure that every shift is seamlessly covered.





CEO Irene Mooney at the Twilight Market at Mirrabooka in celebration of MYVISTA's 30 year anniversary

### **Retirement Communities:**

## **A vibrant Community of Connection and Growth**

This past year, our retirement living residences has painted a picture of a thriving community as it continues to grow. With every new resident who joins the village family, the tapestry of Balcatta and Mirrabooka continues to weave a narrative of care, connection, and a loyal community.

### **Amplifying Voices through the Village Resident Committees**

Balcatta's long standing resident committee discusses matters that impact the village and its occupants. This can be with the Village Manager, Finance Manager or CEO depending on the matter. It is also the heart of how the village maintains connection with each other and hosts social events and brings everyone together.

The growing numbers at Mirrabooka apartments is now enabling the establishment of a Residents Committee, to be formalised at the next AGM. This forum serves as a testament to collaboration, as resident's voices are given a platform to shape the future of our community.

Throughout the reporting period MYVISTA continue to host the CEO lunches at both sites, as a means for the residents having an informal avenue to meet with the CEO and key staff, and for the CEO to share what's happening at MYVISTA and more broadly for seniors in the community.



# Financial and Corporate Services

## Navigating Change and Sustaining Excellence

Finance and Corporate within MYVISTA, is where numbers converge with strategy to ensure that we remain financially viable and meet one of our key Governance outcomes: solvency. Our journey over the past year has been one marked by adaptability and a commitment to maintaining financial stability, and transparency across all facets of our operations.

### A Shift in Funding Dynamics, Care Requirements and Increased Mandatory Compliance reporting

- The financial landscape received a shift with the transition from ACFI to AN-ACC funding, effective from October 1, 2022. This marked a change in our approach to subsidy funding, necessitating comprehensive training for our financial team and Residential Aged Care (RAC) management team to navigate the new terrain.
- The need to align each RAC with the AN-ACC classification brought recalibration, prompting additional recruitment of Registered Nurses and Assistant in Nursing staff for the Balcatta RAC and a review of both site's work duties and roles to ensure optimised performance and care delivery.
- To support the new rostering and reporting of care minutes the Finance Manager undertook an extensive review of available electronic reporting systems to support the required roster monitoring of care minutes to AN-ACC classification. As this was a new funding and mandatory reporting regulation, there was still an evolving knowledge base amongst the vendors for a simple and effective system. The chosen software vendor Mirus with a rostering system that forecasts care minutes against AN-ACC classification was chosen and decided to be implemented in 2023-2024 period.

- AN-ACC The funding changes and the intricate process of setting up Care Minutes have brought complexities and extra hours of work. The fact that all deadlines were met in this very dynamic and ever changing environment is testament to the finance and corporate team's commitment.

Regulatory compliance and reporting complexities have posed their own set of challenges. The team undertook additional reporting and workloads ensuring the financial health of our operations remains at the core of everything we do. This coupled with the legislative industrial relations changes and Fair Work Commission Work Value case rulings have seen an ongoing evolution of changes, system upgrades, and learning for all areas of the Corporate and Finance teams.

### The Palliative Care Project

Our residents and customers comfort, dignity, and quality of life remain at the forefront of everything we do. Our goal is to provide compassionate care that resonates with the deepest needs and desires of our residents and their families and to meet this goal we are embarking on the End of Life and Palliative Care Coordination Pilot Grant Funded Project from the WA Primary Health Alliance and WA Health

At its core, this transformative initiative, spanning from January 2023 to June 2024, seeks to increase the competency and confidence of our clinical team members, nurturing their clinical skill and capacity in case conferencing for all Registered Nurses and care team members.

As we embark on this journey, we have set forth several key objectives:

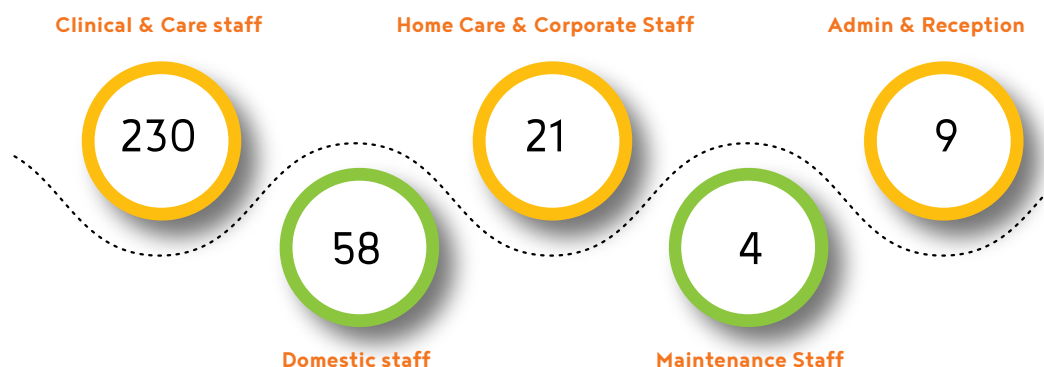
1. **Fostering Collaboration:** Our project aims to develop systems and processes that ensure primary and residential care coordination is not just an endeavour but a sustainable process. It creates a bridge of communication and support between General Practice and Residential Aged Care Facilities.
2. **Engaging Our Caregivers:** GPs and Residential Aged Care frontline staff will be actively engaged in quality improvement initiatives, aligning our efforts to elevate the quality of life and ensure a comfortable end-of-life experience for our residents.
3. **Resident-Centred Care:** Central to this project is the empowerment of residents and their families. Through regular assessments, conducted every three months, we ensure their voices are heard, their choices are respected, and their comfort is prioritised.
4. **Aligning with AN-ACC:** Our project seamlessly integrates with AN-ACC, sharing three out of five validated assessment tools. This alignment ensures that changing care needs are proactively addressed, and care remains personalised.
5. **Aged Care Quality and Safety Standards (ACQSS):** We are committed to adhering to ACQSS standards, and this project serves as a conduit for continuous quality improvement, shaping resident outcomes in Palliative and End of Life care.

## Workforce

As we reflect on our journey over the past year, we are reminded that the MYVISTA workforce is the embodiment of our purpose. Our team members, spanning various roles from hospitality support services, care, administration, clinical, therapy and maintenance, bring their unwavering commitment to excellence to work each day. Their dedication goes beyond mere job responsibilities.

## Workforce Development

In our commitment to nurturing excellence, we invest in continuous learning and development. We want to empower our team members to be lifelong learners, through access to tools, education, training, and resources to stay at the forefront of aged care, ensuring that our customers receive the highest standards of care and services.



# Recognising Our Staff

MYVISTA's staff enables us to maintain the highest standards of care, adapt to evolving needs, and nurture an atmosphere of compassion and respect. The dedication of our staff, and the stories that unfold collectively shape the narrative of MYVISTA's ongoing journey.

Our Employee Recognition Program continues to acknowledge the exceptional staff who "go above and beyond".

**Congratulations to the following staff members who received Employee of the Month Status during the year**

## Employee of the Month Winners July 22 to June 2023

### Balcatta 2022

- Dominika Laura Ziolkowski
- Prashanna Gurang
- Shailesh Patel
- Rosita Ferraris

### 2023

- Michaela Guest
- Tshering Zangmo
- Say Ka Baw Htoo Kyi
- Vinka Dabo
- Maria Jacinto
- Neil Catterall

### Mirrabooba 2022

- Linda Grosse
- Rovelyn Sabanal
- Abdinur Farah

### 2023

- Esori Dhungyel
- Dorothy Nyunt-Aung
- Zurmith Lepcha
- Hasta Mahatara
- Kyelzin Shrestha
- Abdinur Farah



**Congratulations to Cho Cho Aung who was selected as Employee of the Year 2022!**

### Corporate 2022

- Katie Hall
- Irene Salarda

### 2023

- Karena Timmins



### Length of Service

In the heart of MYVISTA's journey, are the dedicated individuals who form the MYVISTA team. They are the cornerstone of our community, embodying the values of respect, care and love and contribution.

We recognise the commitment and contributions of our long-serving staff who have touched the lives of many people within the MYVISTA community.

### Employee Assistance Program

We continue to provide and support staff and their families access to an external provider of Employee Assistance Program, which staff and their families can access anonymously for emotional, psychological, and counselling support. This is a long-standing commitment to ensure staff mental health and wellbeing is supported as and when required.

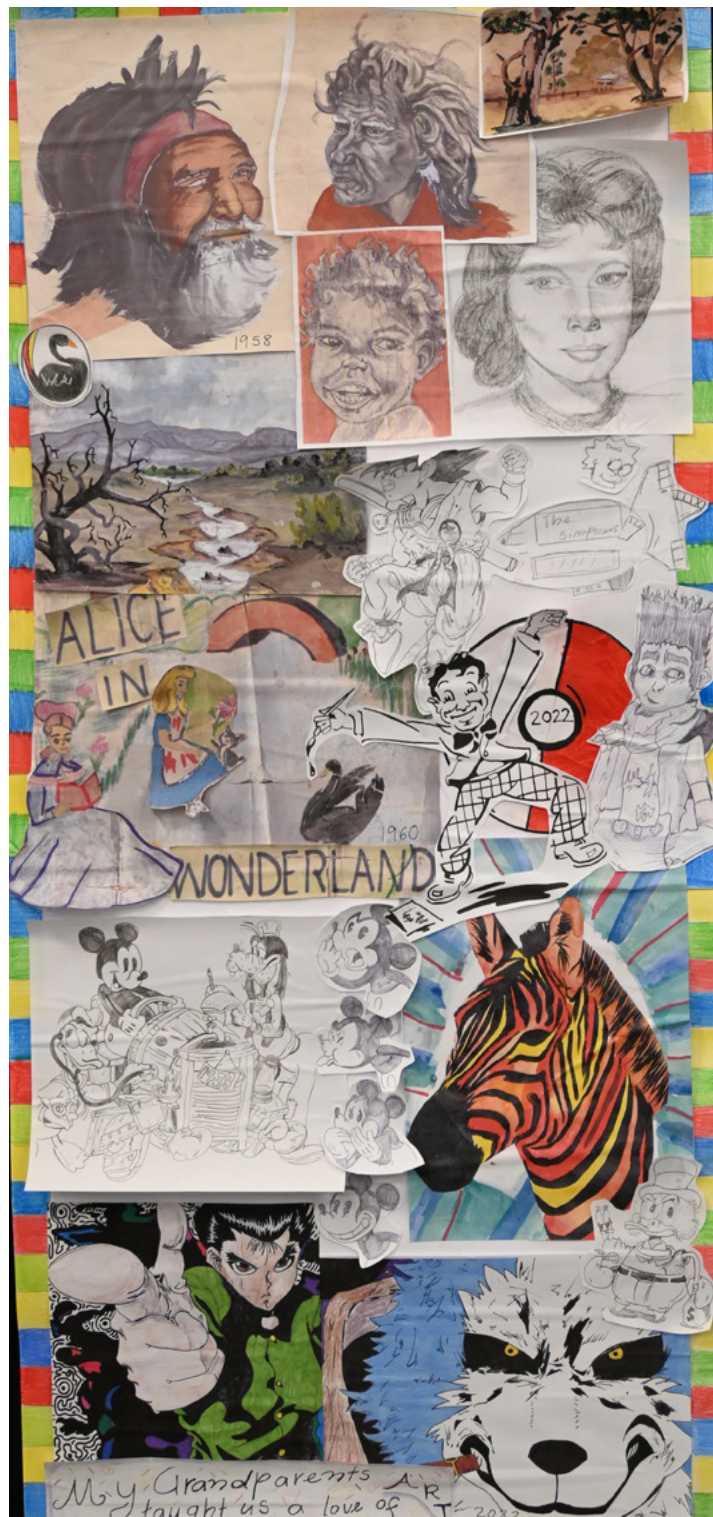


We conducted our employee engagement survey and are pleased to announce a high result of 82.78% of employee satisfaction.



### Aged Care Worker Day

During the reporting period we agreed that each year MYVISTA would celebrate and acknowledge Aged Care Worker Day in August each year. This event allows us to invite customers, residents, and families to send messages of appreciation for our staff. It was a humbling experience to read all the wonderful messages received. These were shared with staff and on Facebook along with a morning/afternoon tea and a gift card to each staff from MYVISTA.



# Summary Financial Statement

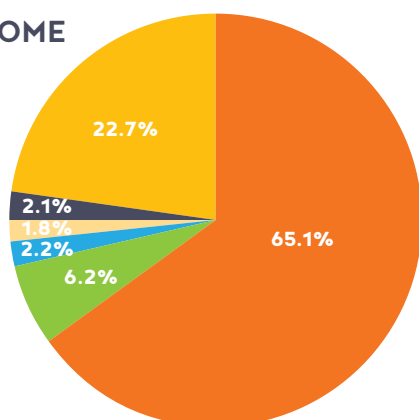
We are pleased to present this summary financial report for MYVISTA for the 2022 – 2023 Financial Year. A full copy of our audited General Purpose Financial Report is available from our [website](#).

## Profit & Loss Statement

INCOME	2023	2022
Resident Income	\$5,807,463	\$5,121,842
Subsidies	\$16,658,412	\$14,345,363
Homecare Income	\$1,583,060	\$1,183,378
Interest Received	\$55,2573	\$41,752
Deferred Management Fee	\$447,998	\$105,569
Other income	\$547,024	\$2,733,554
	<b>\$25,596,530</b>	<b>\$23,531,458</b>

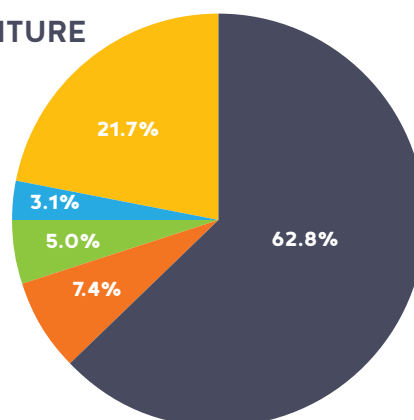
EXPENDITURE	2023	2022
Employee Benefits Expense	\$17,107,396	\$15,881,130
Depreciation Expenses	\$2,014,947	\$1,949,568
Finance Cost	\$1,358,762	\$826,152
Home Care Expense	\$845,709	\$759,747
Other Expenses	\$5,895,577	\$4,905,272
	<b>\$27,222,391</b>	<b>\$24,321,869</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(\$1,625,861)</b>	<b>(\$790,411)</b>

INCOME



- Resident Income
- Subsidies
- Homecare Income
- Interest Received
- Deferred Management Fee
- Other Income

EXPENDITURE



- Employee Benefits Expense
- Other Expenses
- Homecare Expense
- Finance Cost
- Depreciation Expenses

## Balance Sheet

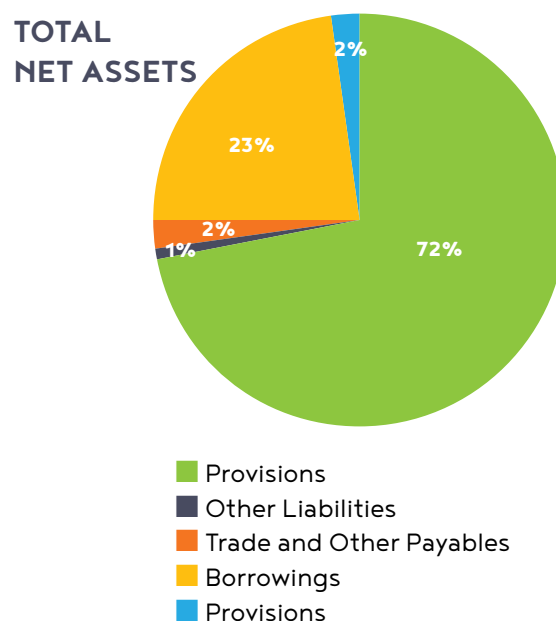
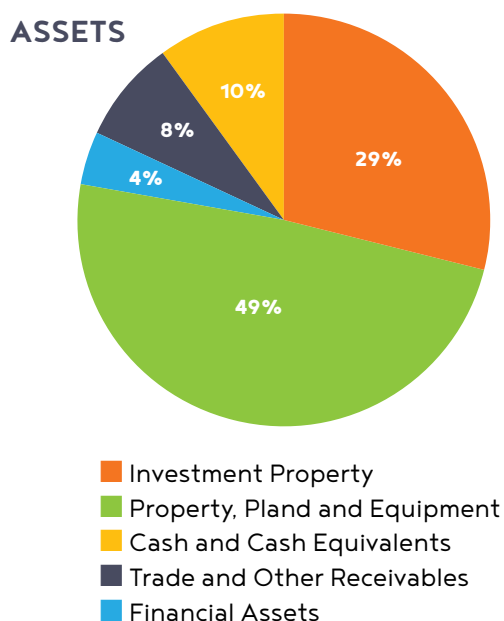
ASSETS	2023	2022
Cash and Cash Equivalents	\$12,744,082	\$15,456,116
Trade and Other Receivables	\$9,645,376	\$9,993,553
Financial Assets	\$5,264,716	\$3,234,250
Property, Plant and Equipment	\$61,850,667	\$63,526,999
Investment Property	\$37,412,030	\$38,121,223
	<b>\$126,916,871</b>	<b>\$130,332,141</b>

LIABILITIES	2023	2022
Trade and Other Payables	\$2,257,642	\$1,819,115
Borrowings	\$24,022,543	\$27,180,213
Provisions	\$2,587,177	\$2,395,808
Resident Bonds and Leaseholders	\$76,318,151	\$75,528,964
Other Liabilities	\$1,090,540	\$1,141,362
	<b>\$106,276,053</b>	<b>\$108,065,462</b>

TOTAL NET ASSETS	2023	2022
	<b>\$20,640,818</b>	<b>\$22,266,679</b>





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