2. REVENUE AND OTHER INCOME

Revenue

The table below illustrates the disaggregation disclosure by primary geographical areas, type of customer and timing of revenue recognition, including a reconciliation of how the disaggregated revenue ties into the segmental report (disclosed in note 9).

Management believes that the disaggregations depict how the nature, amount, timing and uncertainty of the Group's revenue and cash flows are affected by economic factors.

Segments	Hospitals and complementary services R'm	Healthcare services R'm	Diagnostic services R'm	Growth initiatives R'm	Total R'm
2021					
Primary geographical areas					
Southern Africa	**17 567**	**1 456**	**–**	**1**	**19 024**
International	**–**	**–**	**7 474**	**387**	**7 861**
UK	**–**	**–**	**3 918**	**30**	**3 948**
Italy	**–**	**–**	**2 120**	**5**	**2 125**
Ireland	**–**	**–**	**765**	**–**	**765**
Other	**–**	**–**	**671**	**352**	**1 023**
	17 567	**1 456**	**7 474**	**388**	**26 885**
Type of customer					
Contract from customers					
Private (including private medical aids and cash paying patients)	**17 143**	**–**	**959**	**1**	**18 103**
Government and public healthcare facilities	**321**	**619**	**5 158**	**–**	**6 098**
Corporate institutions	**–**	**837**	**1 357**	**387**	**2 581**
Rental revenue					
Rental income related to auxiliary services	**103**	**–**	**–**	**–**	**103**
	17 567	**1 456**	**7 474**	**388**	**26 885**
Timing of revenue recognition					
Over time	**13 134**	**1 456**	**–**	**–**	**14 590**
At a point in time	**4 433**	**–**	**7 474**	**388**	**12 295**
	17 567	**1 456**	**7 474**	**388**	**26 885**
2020					
Primary geographical areas					
Southern Africa	15 899	1 346	–	1	17 246
International	–	–	6 286	319	6 605
UK	–	–	3 278	43	3 321
Italy	–	–	1 823	5	1 828
Ireland	–	–	562	–	562
Other	–	–	623	271	894
	15 899	1 346	6 286	320	23 851
Type of customer					
Contract from customers					
Private (including private medical aids and cash paying patients)	15 465	–	719	1	16 185
Government and public healthcare facilities	351	568	4 242	–	5 161
Corporate institutions	–	778	1 325	319	2 422
Rental revenue					
Rental income related to auxiliary services	83	–	–	–	83
	15 899	1 346	6 286	320	23 851
Timing of revenue recognition					
Over time	11 928	1 346	–	–	13 274
At a point in time	3 971	–	6 286	320	10 577
	15 899	1 346	6 286	320	23 851

Notes to consolidated annual financial statements continued

for the year ended 30 September 2021

2. REVENUE AND OTHER INCOME continued

Other income

	2021 R'm	2020 R'm
Other rental income	**86**	87
Other income[1]	**88**	65
Insurance receipts	**79**	–
Government assistance/support	**–**	33
	253	185

[1] *Comprises mainly of learning centre tuition and registration fees, Services Sector Education and Training authority (SETA) reimbursements.*

3. EMPLOYEE BENEFITS EXPENSE

	2021 R'm	2020 R'm
Salaries	**7 201**	6 747
Long-term incentive scheme (bonus)	**–**	28
Share-based payment – long-term incentive schemes[2]	**78**	59
Share-based payment – Life Healthcare employee share trust[3]	**53**	54
Severance payments	**1**	2
Agency fees	**1 106**	873
Medical aid contributions	**307**	299
Pension fund costs – defined benefit and contribution plans	**84**	86
Provident fund costs – defined contribution plans	**247**	234
Social security costs	**254**	241
Other	**93**	84
	9 424	8 707

[2] *Refer statement of changes in equity and note 22.*
[3] *Refer statement of changes in equity.*

Includes executive directors' and prescribed officers' remuneration (refer note 28).

4. FAIR VALUE (GAIN)/LOSS ON FINANCIAL INSTRUMENTS

Fair value (gain)/loss on derivative financial instruments	**(44)**	5
Fair value loss on equity investment	**12**	–
	(32)	5

5. FINANCE INCOME AND COST

Finance income	**(169)**	(85)
Interest revenue calculated using the effective interest rate method	**(25)**	(3)
Foreign exchange gains	**(131)**	(77)
Other	**(13)**	(5)
Finance cost	**791**	878
Interest-bearing borrowings and bank overdrafts	**381**	487
Interest rate swap contracts	**44**	40
Interest on lease liabilities	**161**	136
Borrowing cost capitalised[4]	**(14)**	(9)
Preference shares	**21**	29
Foreign exchange losses	**112**	56
Unwinding of contingent consideration	**62**	66
Other	**24**	73
Net finance cost	**622**	793

[4] *The Group has used an average rate of 8.6% (2020: 7.8%) in determining the borrowing costs capitalised.*