



ENJOY
every
MOMENT
IN LIFE



HISTORY

In the late 1980's, a group of influential and committed members of Melbourne's Italian community realised that it was necessary to bring together the resources of the Italian community and government to provide suitable aged care services and facilities to cope with growing numbers of Italian frail aged people in Melbourne.

Assisi Centre Incorporated, a not-for-profit community organisation, was established and set about gaining support for what we have today – an ageing in place aged care facility catering for all levels of care, within the beautiful setting and grounds of the old Sisters of Mercy training convent that was built in the 1920's.



OUR vision

Our vision is directed by our Italian heritage, our community responsibilities and Christian ideals, especially in our respect for the contribution of our elders to our lives. This guides us to support our community by providing the best possible emotional, physical and spiritual care for the frail aged of the Italian community.

OUR mission

To provide professional and compassionate care for those who come into our community through the prudent delivery of services that respect equality and individuality.

OUR values

We believe in:

- Respect for the dignity of each person within our community, be they residents, families, staff or others
- Equality and equity
- Compassion
- Diversity and co-operation
- Advocacy
- Continuous improvement

Our values will ensure that all residents, stakeholders and staff are:

- Treated fairly and with honesty and integrity
- Given the opportunity to develop to their full potential within a supportive, healthy and safe environment.

- R**esidents & families first
- E**xcellence in service & care
- S**taff development
- P**rofessionalism at all levels
- E**mpathy in the workplace
- C**ustomer service
- T**eamwork & team building

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POSITIVE CHANGE
cambiamento positivo

OVERVIEW OF ORGANISATION:

Major Achievements, Strategic Direction, Innovation & Financial Performance

PRESIDENT & CEO REPORT

Since our last Annual General Meeting, the Assisi Centre has experienced a significant number of changes. In early 2015, we welcomed Martin Sammut as our new CEO, and new Director of Nursing, Fiona Kool. We look forward to an exciting and positive contribution from both Martin and Fiona as we progress through crucial stages of review and evaluation of our operations. The Aged Care Sector has seen many changes since July 2014. The times ahead for the Assisi Centre will be both exciting and challenging as the organisation continues to explore opportunities to enhance our service offerings to existing residents as well as consider the future needs and expectations of the broader Italian community.

The Assisi Centre provides care to 150 residents. Bed numbers have increased by 20% over the past two years with new facilities built and amenities upgraded. The organisation has approved the further refurbishment of St Francis (high care facility) at a cost of 1.5 million to bring the fixtures and fittings in keeping with the standard throughout the rest of the building. These developments demonstrate the organisation's preparedness to grow as well as our commitment in providing high quality aged care services.

The message of change has been fairly simple – **the residents come first**. While we all have distractions, obligations and commitments in our lives, we all know that once we walk through the front door at the Assisi Centre, the focus and attention is firmly on the resident – all our energy is devoted in ensuring that every resident receives high quality care, is treated with respect and compassion and that their dignity is protected.

Annual events this year have included; Toccolan Golf Day, Garage Sale, Moonee Valley Race Day and Annual Dinner Dance at the Veneto Club. The residents and staff also enjoyed the Poli Function to acknowledge the extraordinary donation from Mr Poli towards building works and we were also treated to a wonderful mass presided by **His Excellency Archbishop Claudio Maria Celli**. The mass was co-celebrated by Father Vito Pegolo and Monsignor Franco Cavarra with hymns sung by the Furlan Club Choir. The Assisi Centre also celebrated National Volunteers Week and acknowledged the amazing work and contribution from our very dedicated band of volunteers. Rosetta Anzanello, a long serving volunteer and Sophie Kahl, our newest volunteer spoke about their experience of being a volunteer at the Assisi Centre.

The organisation's previous master plan is being reviewed to ensure that the Assisi Centre is able to capitalise on opportunities that are emerging since the recent changes of 2014. Our focus and attention is to ensure that the Assisi Centre retains a high level of sustainability and to be flexible and competitive in the market place. This period has also seen the launch of a new 3-year Strategic Plan for the organisation which will be fundamental to our future success. The plan is centred on the key principles of Faith, Quality Care and Community and has five pillars which focus on **Board & Governance, Faith & Mission, Service Development, Brand & Marketing and Workforce**.

The Assisi Centre is involved in industry research including the **National Aged Care Quality Indicator Programme Pilot** - this program is aimed at developing and implementing the National Aged Care quality indicators. We are also involved in a **Collaborative Student Placement Program with RMIT** - this relationship will pilot the delivery of a high quality, clinically supervised chiropractic student clinics at the Assisi Centre. Furthermore, the organisation is participating in a **Dairy and Fracture Study** being undertaken by the University of Melbourne and Austin Health with the premise that 'Correcting the deficiency of dairy produce in the elderly may reduce fractures and preserve bone strength'.

With successful 3-year Accreditation and completion of the Assisi Centre Aged Care Enterprise Agreement 2014, the organisation is well placed to provide a stable workforce and high quality care to residents. In concert with this report's theme – we wish to ensure that all the residents **'Enjoy every moment in life'**.

The Assisi Centre would like to acknowledge the generosity of our many volunteers and benefactors. Without their contributions, our work would be much more difficult to undertake. It is truly humbling to know that we have such selfless people and organisations that continuously support our work. At this point, it is appropriate to acknowledge the amazing work carried out by the Assisi Centre's Women's Committee. This enthusiastic group continue to deliver a variety of functions each year resulting in significant fund raising for the Assisi Centre.

In closing, we would like to welcome Silvana Sgro, Tonina Gucciardo-Masci and Rick Rostolis as new members to the Committee of Management and to thank them and other committee members for their tireless contribution and governance of the organisation. To the senior management team and all the staff, volunteers, partners, suppliers and supporters, we thank you for your incredible efforts and involvement in enriching the lives of all residents in our care.



DON SMARRELLI OAM
PRESIDENT



MARTIN SAMMUT
CEO

the residents come first...

COMMITTEE *of* MANAGEMENT



DON SMARRELLI OAM

Don is the principal of Lawcorp Lawyers, which he founded in 1979. In addition, he assists many community organisations, including his current role as President of the Assisi Centre. During his time at the Assisi Centre, Don has been a very active member of the Committee of Management and has been involved in many initiatives and projects for the benefit of the Assisi Centre community. Don is also a current board member for the Centre for Multicultural Youth (CMY), a not for profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia. In June 2005 Don was appointed a member of the Council for Multicultural Australia being an advisory body to the Federal Government for raising awareness and understanding of multiculturalism. In 1990 he was a founding member and subsequent President of the Toccolan Club, an Italian community organisation focused on fundraising for medical research. Don was awarded a Medal of the Order of Australia (OAM) in 2007 for services to multiculturalism and the community.



SAURO ANTONELLI AM

Sauro has been involved with the Assisi Centre since its inception in 1990 and was the inaugural Secretary of the organisation's Committee of Management.

Sauro has been President of the Assisi Centre Committee of Management over two periods covering a total of seven years, including having the honour of hosting the then President of the Italian Republic, Oscar Luigi Scalfaro, in his visit to the Centre, during the President's tour of Australia.

In recognition of Sauro's work in the Italian community over a period of more than 40 years, especially in the aged care field, Sauro was awarded the Medal in the Order of Australia (AM) in 2008.

Sauro has a Commerce degree from the University of Melbourne and was made Cavaliere Ufficiale by the Italian Government in recognition of his work on behalf of the Italian community.

COMMITTEE *of* MANAGEMENT



FRANK GUCCIARDO

Frank was born in Rome, Italy and came to Australia in 1970. Frank was elected onto the Assisi Centre Committee of Management in 2008. He studied at Monash University and received degrees in Jurisprudence and Law. Frank was admitted to practice in 1981 and signed the bar Roll as a barrister in 1983. Frank tutored at Melbourne University International House in Criminal law between 1983 and 1988.

During the period 1993 to 2015, Frank has been a teacher with the Australian Advocacy Institute in Melbourne, Adelaide, Sydney, Hong Kong and Italy. He was a Member of the Executive Committee of the Criminal Bar Association in 2000 - 2001. Frank was Trial Counsel in hundreds of Criminal trials until he was appointed Judge of the County Court of Victoria in 2008.



NADIA GIANELLO

Nadia was appointed to the Assisi Centre Committee of Management in 2012. She holds a BA Degree majoring in Italian (languages) from the University of Melbourne. Nadia has been a travel agent with Mirabella Travel since its virtual inception and has been manager of the two offices for nearly 20 years, negotiating contracts between the agency & various international airlines & wholesalers. Nadia was also on the board of the Italian Chamber of Commerce in Melbourne from 2000 until 2008. Nadia was elected to the position of treasurer in the last year before retiring from the board. She has maintained the membership of the ICCI and is also a member of the Veneto Club, CoAslt & Vicentini nel Mondo Club. Nadia has over 42 years' experience in travel with vast corporate leisure based clients.



TONY SALCE

Tony was appointed to the Committee of Management in November 2013. Tony is a practicing lawyer for approximately 25 years and specializes in Family Law. Tony is also a Nationally Accredited Mediator. He is a member of the Law Institute of Victoria and a member of the Family Law Council of Australia. Tony is also a previous board member of the Queen Elizabeth Centre, Melbourne.



TONINA GUCCIARDO-MASCI

Tonina was appointed to the Committee of Management in 2015. With qualifications in Social Sciences and Professional Development, Tonina has 29 years' experience working in the areas of access and equity and cultural diversity. For the past 6 years Tonina has been working with the Centre for Cultural Diversity in Ageing where she has been responsible for providing advice, consultancy and training to the aged care industry on culturally inclusive policy and practice. Tonina is also a Board Member of the Italian National Institute of Social Assistance (INAS), an organisation which provides assistance to ageing Italian migrants in Australia.



RICK ROSTOLIS

Rick was appointed to the Committee of Management in 2014 and also sits on the Finance & Audit Committee. Rick holds a Bachelor of Business in Accountancy and is a Fellow of the Institute of Chartered Accountants Australia & New Zealand. Rick has been the Chief Financial Officer of SMS Management and Technology for the last 5 years, where he holds management accountability for all corporate functions of SMS, including the Company's finance, commercial management and investor relations. Prior to this, Rick held roles at Blue Ant Wireless, Pacific Brands and KPMG.



PAUL LOSTIA

Paul was appointed to the Committee of Management in 1998. Recently retired, he has held a number of senior positions in the Finance Industry. Paul has worked tirelessly for many years in the Italo-Australian Community developing and supporting many voluntary Community Projects, most notably, as President of the Sardinian Cultural Association. His long career and personal convictions, have given him a sound understanding of the importance of the provision of high quality Aged Care in a caring, diligent and financially effective manner, which meets the needs of residents and their families and at all times complying with strict Government requirements.

COMMITTEE *of* MANAGEMENT



JOSEPH CHIERA

Qualified as a Pharmacist in 1968, Joe operated his own Pharmacies in Preston, Lalor and Thornbury from 1972 until his retirement. Joe has been involved in Aged Care since the mid 1970's, firstly at Vaccari Homes for The Aged (San Carlo), and then at the Assisi Centre. Joe's involvement with the Assisi Centre began on a fund raising committee before the current property was purchased. Joe was first appointed by the Scalibrinian Fathers to the Advisory Committee for three years, then elected to the Committee of Management which he has served for 18 years. Joe also served as a Vice President and Secretary for two years.



VITO CASSISI

Vito was appointed to the Committee of Management in 2008 and was chairman of the development committee responsible for the recent redevelopment of the Assisi Centre. Holding qualifications in Architecture, Vito has been a practicing architect with over 40 years of experience. Vito is currently an examiner of the Architects Registration Board of Victoria and a member of the National Visiting Panel, University Schools of Architecture in Australia and New Zealand. Vito is also a board member of CO.AS.IT. and a former board member of the Italian Service Institute and Villa Maria.



DON PASQUARIELLO

Don was appointed to the Committee of Management in 2013 and also sits on the Finance & Audit Committee. Don is a Senior Partner of Deloitte, currently the National Leader - Clients & Markets for Assurance & Advisory.

Don has 30 years of experience and a strong understanding of public and private company reporting, risk management and the management of the audit of multi-national operations of Australian listed companies.

A Fellow of The Institute of Chartered Accountants Australia, Don holds a Bachelor of Commerce from the University of Melbourne; is a Financial Advisor to Mercy Education Limited and a member of Xavier College's Finance Audit & Risk Committee.



SILVANA SGRO

Silvana has been on the Committee of Management since December 2014. Silvana has a long involvement with the Italian community in Victoria; she has been on the committee of the Patronato INAS for many years and was re-elected on to Comites in 2015. She has previously worked as a Coordinator, Projects, Research and Policy at CO.AS.IT, and has recently been appointed Director of Industrial Relations at the Department of Health and Human Services, Victoria. Silvana recently finalised a PhD examining issues of productivity, efficiency and sustainability in the health sector, and her skill set includes human resources, audit and risk management, stakeholder engagement, workforce planning and aged care policy.

SENIOR MANAGEMENT *Team*



MARTIN SAMMUT
- CEO

Chief Executive Officer - Martin Sammut joined the Assisi Centre in 2015 and has over 26 years' experience in Management in Aged Care, Community Care and Retirement Living. Martin holds a Graduate Diploma in Business Management, a Bachelor of Arts in Social Sciences and a Graduate Certificate in Leadership & Catholic Culture. Martin's operational expertise covers Human Resources, Marketing, Quality & Risk, Learning & Development and Retirement Village Operations. Martin has strong links with many ethno-specific organisations in the health and aged care sector and has served on several peak body committees and working groups.



FIONA KOOL
- DIRECTOR OF CARE

Director of Care - Fiona Kool is qualified as a Registered Nurse and has over 20 years experience in Aged Care. Fiona worked as a consultant for Management Advantage since 2000, working in Aged Care facilities within Victoria. Fiona joined the Assisi Centre as a Clinical Care Coordinator in 2006. In 2010, Fiona was the Nurse Unit Manager of the Dementia-specific unit and is a qualified Dementia Mapper. Fiona was appointed Assistant Director of Care 3 years later, assisting in the re-development and expansion of the facility, ensuring to maintain the Assisi Centre's high standards.



GREG SHAW
- CFO

Chief Financial Officer - Greg Shaw holds accounting qualifications and has over 40 years experience in management and financial accounting roles. Greg joined the Assisi Centre in 2010 and has overseen the funding of the expansion and redevelopment for the aged care facility and development of financial reporting to management and Committee of Management of the Assisi Centre.

“We all know that once we walk through the front door at the Assisi Centre, the focus and attention is firmly on the resident”

HIGHLIGHTS & ACHIEVEMENTS



Lina Tartaglia - Personal Care Attendant

FIONA KOOL, DIRECTOR OF CARE - RESIDENTIAL CARE

The Assisi Centre Aged Care offers residential aged care for 150 residents requiring 24 hour nursing (high care) assistance and for clients who are not able to remain in their own homes or with family due to their need for greater assistance with daily living (low or hostel type care). The organisation also offers respite care enabling families to plan and manage a well-earned break. Services at the Assisi Centre aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity.

A dedicated team of staff and contractors specialising in administration, housekeeping (laundry and cleaning), catering, maintenance, gardening, lifestyle, pastoral care, personal care, nursing and allied health help make a difference in the lives of residents every day. Services offered by the Assisi Centre include Pastoral Care, Cultural and Lifestyle Activities and the Assisi Centre's Palliative Care Program; End of Life Pathways. There is also a weekly hairdressing service in our newly built Hair Salon and plenty of opportunities to enjoy a good coffee at Gino's Café. We are also fortunate to have the services of two Italian General Practitioners, the resource of The Residential Outreach Service, Geriatricians and Counselling Services by Bernie McCarthy Psychology Services.

The Allied Health Services available at the Assisi Centre include Physiotherapy, Speech Pathology, Podiatry, Dieticians, Aromatherapy and recently we have entered into a collaboration between the School of Health Science, RMIT University and the Assisi Centre, which will involve Chiropractic students in their 5th year, coming weekly to provide therapeutic gentle massage to residents. The students will bring energy and enthusiasm to the residents not only through their clinical practice with a focus on wellness but also in eagerness to engage with the residents clinically and personally.

Technology

The Assisi Centre Aged Care believes that residents and staff can benefit from utilising existing and emerging assistive technologies to deliver efficient and effective services. In addition to current services incorporating the call bell and alarm system, the Assisi Centre is exploring the introduction of the ELSI Smartfloor System in the high care – St Francis unit. This is new technology that is able to detect resident movement within their room and also when staff are also in attendance. This data is detected via communications and computer software for staff to attend and will provide reports for analysis. This technology will greatly assist with the early detection of falls and render immediate assistance to residents.

Quality Care

- Five units each consisting of 30 beds. Each unit has a Nurse Unit Manager and a Team Leader.
- Staff are trained in the **RESPECT** Program which offers person-centred care and the requirement of completing the Dementia DVD and workbook.
- A Falls Prevention Program and exercise activities to reduce falls and maximise mobility and flexibility producing excellent outcomes for residents.
- The End of Life Pathway Program which provides palliative intervention in 3 stages.



Elizabeth Farrugia - Personal Care Attendant

The Assisi Centre Performance Management System

As part of the review of the Assisi Centre Performance Management Systems, we have introduced Team Performance Management where we examine the types of teams, purposes and challenges confronted by the team. The team's performance is then measured with the aim of rewarding good team performance. The importance of high performance teams involves the following outcomes:-

- A collaboration to deliver care and services to residents, families and other stakeholders
- Teams offer support in providing quality care and services
- Keep each other accountable to the values and goals of the organisation
- Support safe work practices by working together
- Promotes the organisation's Code of Conduct

Catering Department

The Assisi Centre is proud to have appointed Chef Manager, Giulio Gencarelli. As part of his role, 'Jules' will be implementing the Food Safety Program, develop the menu to reflect authentic Italian Cuisine and manage his team. The Assisi Centre has also conducted an Internal Audit of the Catering Department, which involved the review and update of the Food Safety Program, policies and procedures and position descriptions. The organisation has conducted extensive training to the Food Services Assistants with the aim of enhancing the overall dining experience for residents.

2014 - 2015 Achievements

There have been numerous major achievements in residential care over the past year. These have included;

- Successful unannounced visit from the Quality Aged Care and Accreditation standards agency
- Participating in the National Aged Care Clinical Indicators Pilot
- Roll out of the Falls Prevention Program and Committee that looks at the causes of falls and the implementation of preventative measures
- Commencement of 'Golden Years Brain Fitness' for the residents of the Dementia Unit
- Commencement of the Dairy and Fracture Study, undertaken by head researcher Dr. Sandra Luliano (Research nutritionist), Department of Medicine, University of Melbourne / Austin Health.
- Commencement of the St Francis High Care Unit Refurbishment
- Completed an internal audit of the Catering Department.

ST ANTHONY UNIT

St Anthony's is managed by Clarette Collantes and Team Leader, Lindsey Sherlock. It provides ageing in place.

HIGH CARE BEDS **22**

LOW CARE BEDS **7**



Clarette Collantes
Nurse Unit Manager

The unit was named after St Anthony of Mary Claret, a Spanish saint who founded the congregation of Missionary Sons of the Immaculate Heart of Mary, commonly called the Claretians. St Anthony's Unit provides care to 30 residents requiring low level care. However, over time, the care needs of some residents will increase. 6 Mountain View suites (premium rooms) form part of the 30 rooms. These suites are large enough to comfortably accommodate a couple. Residents look forward to their favourite activities like Tombola, group exercise, concerts, bowling, bus outings and cooking. Most evenings after dinner, some residents gather in the music room to enjoy some music or watch TV together.

One of the objectives of the unit is to provide the residents with a high quality care and enjoyment of life. This is achieved by providing the residents with person-centred, holistic care that is individualised according to the needs of each resident. This includes providing each resident with medical care, interesting and enjoyable activities, a culturally relevant diet and fulfillment of spiritual needs.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **Improved skin management evidenced by decreased in number of wounds**
- **Improved lifestyle activities as evidenced by an increase resident participation in concerts, cooking and bus outings**
- **Reduced number of falls compared to same period last year.**



Maria Di Monte - Servery Assistant

“Services at the Assisi Centre aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity.”

ST CATHERINE UNIT

St Catherine's Unit is managed by Shani Manuel and Team Leader, Debra Hanley. It provides ageing in place; high and low care and specialised needs.

HIGH CARE BEDS **27**

LOW CARE BEDS **3**

Shani Manuel
Nurse Unit Manager



PADRE PIO UNIT

Padre Pio provides ageing in place and is managed by Joanne Wang and Team Leader, Anna De Lorenzo. This unit is the newest addition to the Assisi Centre, opening its doors in July 2014.

HIGH CARE BEDS **12**

LOW CARE BEDS **18**

Joanne Wang
Nurse Unit Manager



St Catherine's has 30 beds accommodating residents with mixed needs including assistance with 'Activities of Daily Living' and behaviour management. The recent redevelopment presents a bright and pleasant environment. Caring staff form special relationships with residents providing the best care and always consult families about resident care. Staff ensure that residents are engaged and are encouraged to participate in activities of their choice, including spiritual activities. All laundry is done on site, however some residents prefer to do their own washing.

St Catherine's provides high quality care according to resident's needs. Excellence in service is the main highlight. St Catherine's accommodates residents who have been at the Assisi Centre the longest. Most arrived in 1993 and 1994 and still maintain their independence with one resident able to do cooking sessions with other residents. Staff are very much committed and work well as a team.

St Catherine's is always striving to maintain a homely atmosphere. Families are encouraged to bring a piece of furniture to make each resident's room more homely. The team goals are to continue to reduce incidences of adverse events and keep reducing the number of falls.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **St Catherine's has the least staff turnover across the whole facility**
- **Reduction in falls**
- **The identification and management of infections in timely manner which has reduced transfers to acute hospitals.**



Sister Ana and Frank Carbonara

Padre Pio has a wonderful spirit where staff work together in collaboration and in close partnership to pursue positive outcomes for residents.

Staff at Padre Pio are always seeking innovative ways to enhance residents' wellbeing. The team is very motivated and apply a person-centred approach to the resident's care which is evidenced based and respects resident choice and decision making. The team is also keen to implement an early warning tool for resident care. Stop and Watch is a quality improvement program that focuses on the management of acute change in resident condition and reduces the incidence of unnecessary transfers to hospitals. We will continue to upskill staff and further develop our use of the Fall Risk Assessment Tool system (FRAT) via weekly clinical falls prevention meetings and monthly falls prevention committee meetings. We have been delighted with the improvement in the general health of residents as they have settled into the Assisi Centre and providing them with internal and external community life activities which help reduce social isolation. Our approaches to the transitioning of Respite residents into permanent care has also been successful and welcomed by prospective residents.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **Assisted and supported the admission of 30 new residents and their families into Padre Pio from June 2014**
- **Collaborating with Resident's Outreach Program from Austin hospital**
- **Assisting residents and families through a sensitive and tailored palliative care approach.**



Maria Buffon, Jasvir Kaur, Personal Care Attendant and Teresa Moro.

ST CLAIRE UNIT

St Claire's provides care for residents living with Dementia. Managed by Alida Bonetto and Team Leader, Vicky Ivory the unit has regular mapping by our own Dementia Care Mappers. The Dementia Mapping provides analysis of the type of focus that is provided to each resident and helps formulate an individualised care plan for each resident's needs.

HIGH CARE BEDS **30**

Alida Bonetto
Nurse Unit Manager



ST FRANCIS UNIT

St Francis is a high care unit, managed by Bajramsha Meta and team Leader, Connie Lorfino. It is presently undergoing refurbishment to bring it in line with the rest of the refurbished building.

HIGH CARE BEDS **30**

Bajramsha Meta
Nurse Unit Manager



St Claire's is a 30 bed dementia specific unit where a dedicated skilled team ensure that all the residents' unique needs are catered for. Staff strive to keep residents happy, engaged and active for as long as possible. While acknowledging the importance of the medical condition of dementia, the team focus on the resident's individual identity and see them for who they are. Staff take into account the resident's cultural beliefs, physical, spiritual and emotional wellbeing while treating each resident with respect, dignity and value their choices. The whole team approach ensures a home environment that residents can feel comfortable in and enjoy. The outlook for 2015/2016 will involve the continued provision of the best possible care for residents and to support families. We will also focus on providing new training initiatives for staff, strive to continue the reduction of resident falls and infections, identify triggers for behaviours and implement strategies suited to each individual resident.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **Significant decrease in resident falls**
- **The purchase of the Broda rocking chair that helps settle residents experiencing agitation**
- **The introduction of physical exercises program targeting resident wellness and wellbeing.**



Exercise classes in St Claire Unit

St Francis has the highest resident care needs in whole facility. Residents require one-to-one care in all aspects of their physical and emotional needs. Residents of St Francis are usually transferred from other units within the Assisi Centre when their care needs change from low care to high care. The change improves their quality of life. Transferring from low to high care can often be difficult for residents and their families. However, in a relatively short time, residents and family satisfaction increases, as they begin to see the increased level and application in care due to higher staffing ratios & lifestyle interventions. Volunteers attending on daily basis also makes a big difference in the lives of residents. Staff at St Francis unit are focused on high quality of care for residents through a person-centred care approach which involves a tremendous amount of team work and communication.

The Assisi Centre has recruited more staff to ensure continuity and quality of care for residents. The Outreach Program has made life easier for residents, as it eliminates the negative effect of waiting long hours at Hospital Emergency Departments. Staff have a high knowledge and positive approach towards palliative care requirements. The palliative care room located in St Francis has a very positive effect, where families can stay by the resident's bedside as well as providing families with a place where they can stay overnight.

Looking ahead, the team is very excited to see that work on the refurbishment of St Francis unit has commenced and estimated to be completed in early 2016. During this time staff will make every effort to reduce any impact on residents and ensure continuity of care. St Francis unit continues to focus on reducing falls and implementing the highest quality of care.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **The introduction of the Resident's Outreach Program from Austin hospital**
- **Commencement of the St Francis refurbishment project**
- **The improvement in the clinical care results involving skin integrity, pain & behaviour management and resident sleep patterns.**



Antonella Bennet - Laundry Supervisor



Jules Gencarelli - Chef Manager

Jamuna Jacob & Sainab Mahamud - Registered Nurses

HUMAN RESOURCES

The past year has provided a number of challenges to human resources management with the expansion of the master roster system to meet the increased number of residents living at the Assisi Centre. The recruitment of a range of nursing, personal care staff and administrative roles have been established during the year. The negotiations and the introduction of the latest enterprise agreement in respect of staff pay and conditions through to 2017 was also completed. The engagement of a Human Resources consultant during the year enabled the review and updating of a number of policies and procedures as well as documentation covering rostering, recruitment and on-boarding of staff. Position Descriptions were reviewed and updated for a range of positions and together with an upgrade of the performance management procedures which now focus on Team Performance.

Human Resource Development

Extensive work has been undertaken to uplift the Human Resources systems across the organisation. Areas of continuous improvement have included;

- Providing HR and IR training and development for the senior managers
- Review of all Policies and Procedures
- Establishing new Rostering Rules for staff
- Developing Recruitment guidelines
- Reviewing and updating Staff Handbook
- Transitioning staff from casual to permanent full/part time workforce, ensuring stability and consistent high quality care for the residents.

Workforce Structure

Over this reporting period, the Assisi Centre has employed 65 new staff. The aged care industry workforce is typically characterised by part time workers and also an aging workforce, which is evident in the Assisi Centre breakdowns.

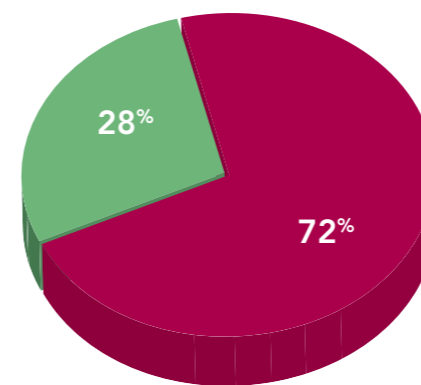
Staff Satisfaction Survey

The Staff Satisfaction Survey conducted during the year received responses from across all Business Units to statements in relation to the following groupings:

- Work relationships
- Support and information
- Communication
- Career development
- Caring for customers
- Personal experiences at work.

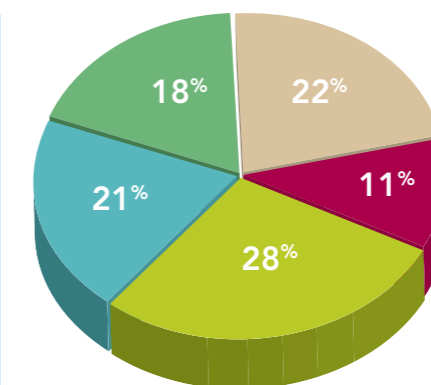
The survey results indicated that the large majority of staff were satisfied with work relationships and conditions of work at the Assisi Centre. The provision of services to residents requires dedicated staff, twenty four hours seven days a week to support the various activities throughout the day and night. To ensure all shifts are covered and to allow for staff relief, a program of intensive recruitment has been established in order to increase permanent part time staff as well as having familiar staff care for residents across all shifts.

Languages Spoken



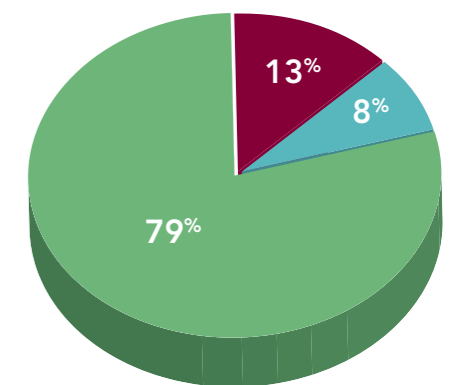
Italian-speaking
English & Other

Employee Age Overview



18 - 29 30 - 39 40 - 49
50 - 59 60 - 69

Employment Profile



Full Time
Part Time
Casual Staff



LEARNING & DEVELOPMENT

QUALITY & RISK

A comprehensive training and education calendar has been in use during 2014. Training has included two all day training days during which staff had the opportunity for education by professionals in the areas of dementia care, medication management, infection control, manual handling, fall prevention and management of critical incidents. Mandatory training has been provided in Fire and Emergencies, Manual handling, Elder Abuse and Mandatory Reporting. CPR, First Aid and Outbreak management has been conducted for RN Staff.

Staff were designated and rostered to attend training sessions throughout the year resulting in high levels of attendance at all training sessions. Competencies in manual handling, medication management and electronic documentation system use, formed part of the new staff orientation program. Induction and on-boarding of new staff has included working with a 'buddy' for job orientation and progressing through the principles of the **RESPECT** program. Occupational Health and Safety representative training and refresher training is ongoing and will continue into next year. The Learning and Development program for the 2015/16 will also offer staff vocational training in Front Line Management and leadership courses.

Quality Review

Quality compliance to the Aged Care Standards and the provision of superior resident services are priorities at the Assisi Centre. During the last six months, quality system review planning has commenced involving many resident care and management areas. Some of the actions have included:

- A Catering services system review, menu review, dining experience, staff training and development and food safety and compliance audit
- A Laundry Services review including, exploration of alternative linen services, introduction of superior resident clothing services, review of personnel structure and staff training and development
- A Human Resources services review, including policies and procedures, recruitment, orientation and staff management systems, including the setting of individual and team performance targets.
- An Occupational Health and Safety systems have been reviewed with the objectives of enhancing a safe working environment and reducing staff injury
- Clinical Service reviews have been undertaken in fall prevention, medication management, Infection control and feedback systems.

The Assisi Centre will undertake re-accreditation during 2016 showcasing completed quality system improvements along with other system reviews planned during the next 12 months. Additionally, quality review auditing of clinical systems including fall, medication, infection control, and behavior management will continue monthly.

Risk Management

Maintenance of quality systems requires a sharp focus on minimising and managing risk. The five pillars of the Assisi Centre Strategic Plan for the next 3 years will involve risk management of every facet of the business structure. Risk management planning will be developed by examining the common risk components of the facility and business, including people, processes, premises, providers, profile and performance. Risk management prerogatives will include the development of disaster recovery planning and a review of emergency planning and crisis management. Incident and injury management, staff training, records management, compliance auditing, and document management will also be part of the risk management plan.

RESEARCH

The Assisi Centre is currently involved in research projects relating to the care and wellbeing of residents. The organisation is involved in a two year **Dairy Study** to investigate the consequences of increasing the dairy component of the diet correlated to possible reduction in falls and fractures in the elderly. The study is being undertaken by the University of Melbourne and Austin Health researchers.

The Assisi Centre was also invited to participate in the **National Aged Care Clinical Indicator Pilot Study** which involves the collection of clinical indicator data for the Department of Social Services during a pilot study to measure three clinical indicators. Information collected during the pilot included the use of physical restraints, resident's weights over the pilot cycle and the care of pressure wounds. Following completion of the pilot study, a report was received from the department, indicating a minimal use of physical restraint measures are in place at the facility. The Assisi Centre has been invited to participate in a round table discussion to consider the results of the pilot and to be involved in the conversation toward National implementation of the clinical indicators.



Dana Kotkamp OH & S Representative



Wanda Curran - Servery Assistant



Liliana Caverzan & Ines Taurian

COMMUNITY & COMMUNICATIONS

The role of the Community & Communications Officer has evolved significantly over the past three and a half years. The primary focus remains to assist members of the Italian community make an informed decision as they consider making the transition into residential aged care, in what is predominantly an emotional time for the entire family. It is important to continue to develop and maintain strong relationships with families beyond the admission process, to foster a sense of community that is so important. Other areas for which the Community & Communications Officer is responsible include managing digital, print and marketing collateral, the Assisi Centre website as well as being administrator of the recently government developed 'My Aged Care' provider portal.

2015 began with renewed vigor and anticipation with the appointment of new Chief Executive Officer and Director Of Care. Embracing the inevitable changes which come with change of Senior Management is important in building a dynamic team to successfully propel the organisation into the future. Staff at the Assisi Centre have embraced these changes and demonstrate this through professionalism and compassion in the way they care for the residents. Significant highlights and achievements have also included;

- The grand opening of the Assisi Centre after the completion of the redevelopment of the hostel
- Systematic admissions in July 2014 to the newly added unit of Padre Pio (30 room), taking capacity to 150 beds.
- Maintaining occupancy above 95%.
- Involvement in the Migrant project- preserving the precious memories of our residents.
- Production of the new 'Notizie' magazine
- Developing and promoting the Assisi Centre brand
- Representing and promoting the Assisi Centre at community events such as Lygon Street Festa and Ageing in Australia expo.



Franco Formica at the Classic Cars Exhibition

With plans in the pipeline for further growth and development at the Assisi Centre, it is a very exciting and positive time to be part of the new team. There are many opportunities to continue to build the Assisi Centre brand and reputation and in part this will include;

- Building strong relationships with associated community groups, organisations and stakeholders
- Completion of the St Francis Nursing Home refurbishment integrating with the rest of the facility creating an inviting ambience and providing a sanctuary for our residents
- The use of technology to improve and streamline communication with staff, families and those seeking information
- Achieving full accreditation on all 44 outcomes in 2016
- Further enhancement of the organisation's website, marketing collateral and brand identity.

FAST facts

AVERAGE AGE OF RESIDENTS **87**

AGE OF OLDEST RESIDENT **98**

AGE OF YOUNGEST RESIDENT **70**

LONGEST LENGTH OF STAY **22** YEARS

CENTENARIANS SINCE OPENING **12**

ADMISSIONS 2014/2015 **128**

RESIDENT *stories*



LIDIA SECOLARI-FILONZI

Lidia was born in Toscana, Italy. She had an older brother who became a priest in Australia. After her father died Lidia and her family migrated to Australia. Lidia worked in a clothing factory, soon after meeting her husband, Nazareno Filonzi, with whom she had four children; three sons and a daughter.

Lidia had stayed at the Assisi Centre for respite on two separate occasions. It was Lidia's intention to eventually make the Assisi Centre her home. Unfortunately, she suffered a stroke which severely affected her health, mobility and the left side of her body. As a consequence, Lidia required permanent accommodation sooner than anticipated and was admitted to the high care nursing home on 16th May 2013.

Lidia is a softly spoken, intelligent woman with a lovely disposition. The wonderful thing about Lidia is her determination. With rehabilitation, her condition improved to the degree that she was able to walk again. In time Lidia was moved from the nursing home to the hostel where she now actively participates in many of the organised activities, including bus outings.



CATERINA RENDINA

Caterina grew up on a farm in Foggia, Italy. The eldest of two girls, Caterina enjoyed studying and learning new things. She met and married her husband and had three children. Caterina's parents had already established their life in Australia, settling in Bairnsdale, so the transition to another country was not difficult for her. Caterina remembers that she did not have much but what she had was hard earned and rewarding.

Caterina has called the Assisi Centre home since September 2007. The notable feature about Caterina is her cheerful nature and beaming smile. Caterina is a very social lady who enjoys the company of other residents. You will often see her chatting in her preferred lounge area and she rarely misses a 'tombola' sitting. Caterina loves taking part in the recreational games and entertainment organised by the Lifestyle team, including getting out and about on the Assisi Centre bus.

PASTORAL CARE PROGRAM

The Catholic Faith plays a big role in the Italian life and culture. Catholicism and the offering of religious and pastoral care have always been central to the Assisi Centre's mission, vision and values. The Pastoral Care program is tailored to both individual and group needs with the aim of fostering and valuing each resident's interests, customs, beliefs and cultural background. The Pastoral Care Team consists of two nuns from The Missionary Sisters of St Anthony Mary Claret: Sister Ana and Sister Jiji, in-conjunction with the Pastoral Care Coordinator, Antoinette Andaloro.

Pastoral Care is an integral part of our each resident's well-being. It is one of the prerequisites that the family/resident asks for and are pleased to hear of its availability when applying for accommodation at the Assisi Centre. Most of the residents are post World War ii migrants. Their religion, cultural and Italian values are a major part of their happy lifestyle and provides them with spiritual and cultural nourishment which is so important, especially to this generation. Whenever the residents see the Pastoral Care team, they ask what time is Rosary or Mass? Residents are offered one-on-one time as well as social and emotional support.



Sister Jiji, Antoinette Andaloro - Pastoral Care Coordinator & Sister Ana

98%

OF RESIDENTS BELIEVE THAT THEIR RELIGIOUS & PASTORAL CARE NEEDS ARE BEING MET.



Local Priests are called in to celebrate the Holy Eucharist and administer sacraments to the residents, as and when required. The residents participate in special events and celebrations including Easter, Christmas & Special Feast days, according to the Liturgical Calendar. This year the residents have also had visits of clergy from Italy, most recently His Excellency, Archbishop Claudio Maria Celli, President of the Council of the Vatican for Social Communications and the Knights of Malta, with Bishop Terry Curtin, to celebrate Holy Eucharist which concluded with a gift of Lourdes water being given to all residents. These special occasions are offered and celebrated because it forms part of the resident's history.

In addition to the Pastoral Care program, the Assisi Centre is blessed to have available the Assisi Centre Chapel which was built for the Sisters of Mercy in the late 1920s. It remains a very popular choice for Weddings, Baptisms, Funerals, Memorial Mass and religious festivals. Bookings can be made for the use of the chapel for Baptisms, Weddings, Funerals, Memorial Mass through the Pastoral Care Coordinator on 8458 3115.



Don Smarrelli & Archbishop Celli



Angelina Bianco

LIFESTYLE

The Lifestyle team is responsible for delivering meaningful and enjoyable activities embracing a holistic approach and ensuring the highest quality of life for residents. Activities are an essential part in contributing towards each resident's mental, spiritual and physical wellbeing. Stimulating activities also help to alleviate depression and boost self-confidence and self-esteem. Daily activities keep the resident's physical and cognitive capacity active and prevent social isolation. A wide variety of activities are offered at the Assisi Centre to address physical, intellectual, social, spiritual, creative and sensory stimulation, while bus outings contribute towards resident's connectivity to the broader community.

The objective of the program is to provide comfort, identity, inclusion, engagement and choice. Residents are encouraged to voice their interest and have input into decision making about the type of activities they would prefer to have on the program. Some of highlights' of the 2014/2015 program included the Christmas Lunch, Hosting the Biggest Morning Tea for the Cancer Council, the Assisi Centre Games Day, Festa De La Republica and outings to the Eureka Sky Deck, the Italian Masterpiece Exhibition, the Fox Classic Car Collection and the Italian Film Festival just to name a few.

Looking ahead to next year, the dedicated Lifestyle Team aims to continue to provide engaging and meaningful activities while regularly reviewing the program to reflect the interests of all residents. The Lifestyle Team encourages feedback and suggestions from family members which will assist us to expand and complement our program.



Cameron Grace, Luisa Lostia, Vinne Monforte - Lifestyle Coordinator & Anna Bedin

VOLUNTEERS

The Assisi Centre is very privileged to have a dedicated group of volunteers who consistently help care for and enrich the lives of residents. Some volunteers have been making a contribution since the Assisi Centre opened. All volunteers undergo a screening process before commencing duties in both the Lifestyle and Pastoral Care programs. Most are now 'Nonnas' (grandmothers), but regardless of their own commitments, they are always willing to visit and spend time with the residents. Whether it's assisting with 'tombola', going on an outing, reading, reciting the Holy Rosary or simply sitting and chatting to the residents, the volunteers foster a special bond with each resident and are committed to helping wherever and whenever they can. National Volunteers' Week, acknowledging the invaluable service of volunteers, was celebrated during 2015, with all Assisi Centre volunteers being presented with a Certificate of Appreciation and enjoying an afternoon tea. Their services will be further acknowledged at the end of the year with a Christmas luncheon. As part of our commitment towards continuous improvement, the Lifestyle and Pastoral Care teams are seeking to recruit volunteers to assist in running small group activities and/or spend one-on-one time with socially isolated residents. Volunteers help us to attain our goals and making the Assisi Centre a better home for the residents.

Volunteers are always welcome at the Assisi Centre and enquiries may be made through the Pastoral Care Coordinator on 8458 3115.

THE LIFESTYLE & PASTORAL CARE PROGRAMS ARE SUPPORTED BY VOLUNTEERS WHO PROVIDE

6,709 *hours*

OF ASSISTED SUPPORT ANNUALLY!



PROPERTY

The Project Management Business Unit manages a variety of projects in relation to all property, services and maintenance issues for the Aged Care Facility, convent and grounds. The Project Manager is also responsible for providing administrative support to the Board and organising or assisting in fundraising events such as the Assisi Centre Race Day and Golf Day.

The Assisi Centre accommodates a number community organisations and businesses which rent or utilise the Assisi Centre to run their business or services including telecommunication companies using the telecommunication tower on site. A new four year lease was negotiated with Vodafone in November 2014 for the use of the telecommunications tower on the grounds of the Assisi Centre. This arrangement will guarantee additional income of over \$130,000 over the next four years and follows the commencement of a new 20 year lease with Crown Castle Australia in December 2013 which will provide an additional \$700,000 to Assisi Centre over the next 20 years.

The major highlight of 2014/2015 was the completion of stage 3 of the Assisi Redevelopment with the completion of the refurbishment of the Aged Care Facility. This follows the completion of the extension of the Aged Care Centre with the construction of the Poli Building in 2013/14 at a cost of \$21.5m.

The Official Opening in August, 2014 was a grand occasion, with over 300 people, including residents, resident families and prominent members of the Italian community in attendance. Members of local and state government were also in attendance. Unfortunately the then Prime Minister, Tony Abbot, was unable to attend due to a prior engagement, however his office

sent a warm letter of congratulations. The official opening of the new Assisi Centre was performed by Sir James Gobbo AC, the patron of the Assisi Centre, and the blessing of the Aged Care Facility was conducted by the Reverend Monsignor Anthony Ireland.

The Project Management Business Unit was created in early 2015 as part of the new management structure within the Assisi Centre. Primarily, the Project Manager attends to the business priorities of senior management and to the emerging needs of the organisation. Looking ahead the major objectives for 2015/16 include the successful refurbishment of the St Francis Nursing Home by March 2016, the operation of new maintenance arrangements and the implementation of an asset replacement program.



FINANCIAL OVERVIEW

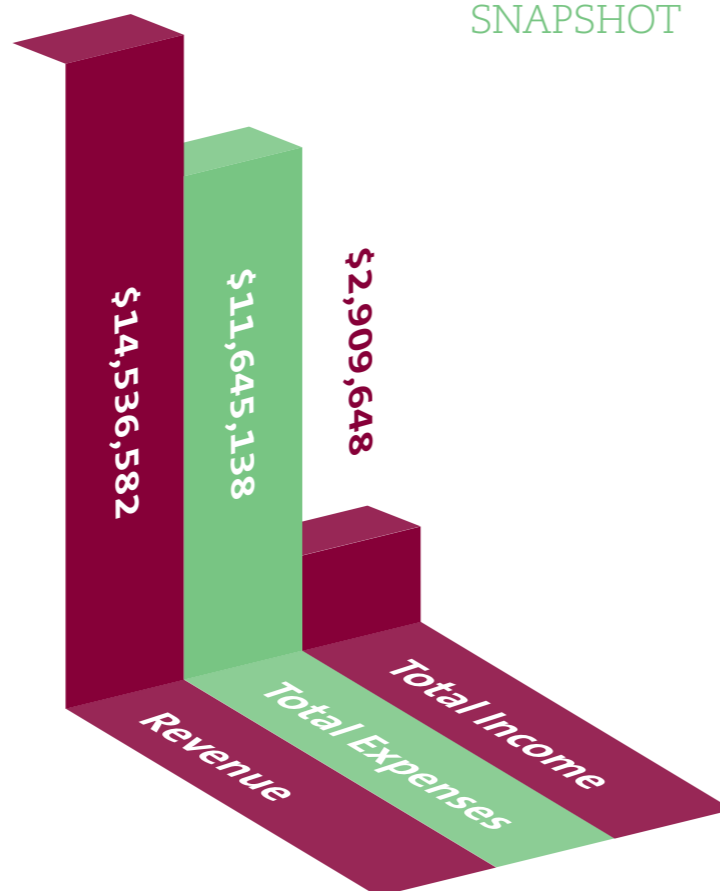
FINANCE

The Assisi Centre recorded an operating cash surplus before depreciation of \$1.117m (2014: \$0.920m) and Total Operating Surplus for the Year ended 30 June 2015 of \$2.932m (2014: \$2.480m). Commonwealth funding and resident fees income increased 18% following the opening of the additional rooms in June 2014 and with occupancy achieving prior year performance levels earlier than expected during the year. Total revenues of \$14.536m included significant donations during the year, as in the prior year, greatly assisting in the strengthening of the Assisi Centre's financial position.

Costs increased during the year in line with the increased number of residents and the funding levels. The maintenance of respective resident funding levels commensurate with the costs of care is a constant focus for management with escalating prices not matched by the escalations in funding rates. The completion of the major capital expenditure in the prior year has significantly increased the amount of depreciation associated with the building and furniture and equipment replacements throughout.

During the year the Assisi Centre repaid the balance of bank borrowings undertaken to carry out the extensive capital works and increased the bonds associated with additional rooms and the changes implemented by the Commonwealth under the Living Longer Living Better reforms effective 1 July 2014. Cash holdings also increased largely associated with the increase in bonds enabling a return to strong interest income from term deposits in accordance with the Assisi Centre Investment Management Strategy and the Liquidity Management Strategy.

2015 FINANCIAL SNAPSHOT



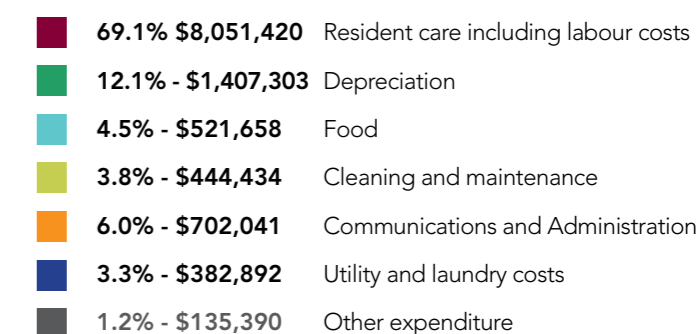
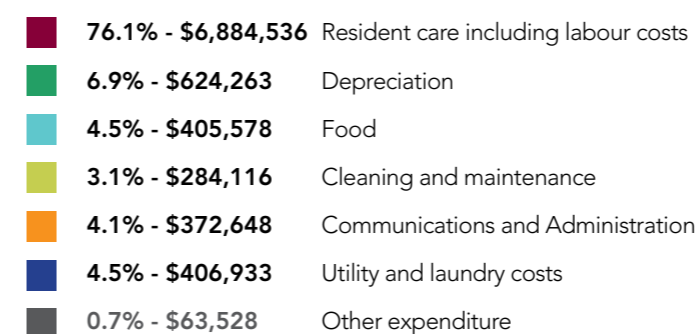
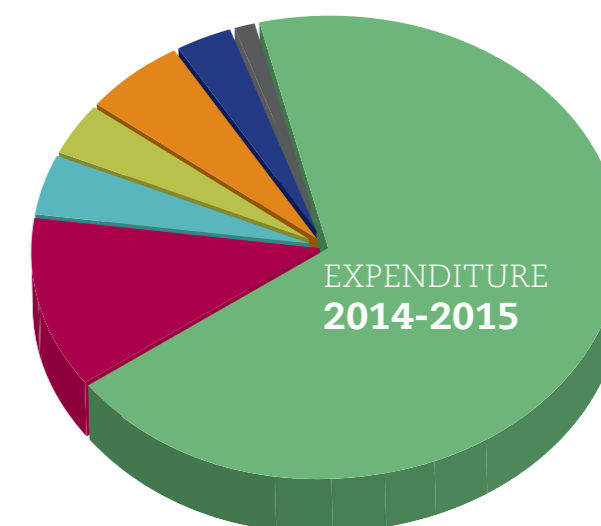
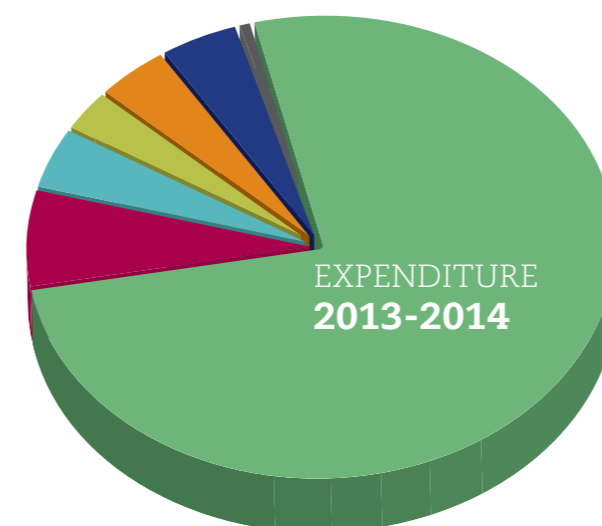
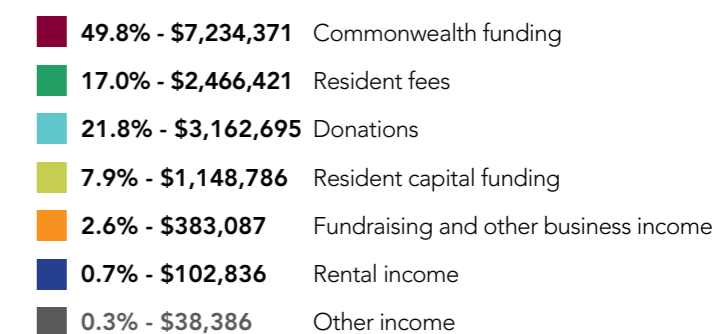
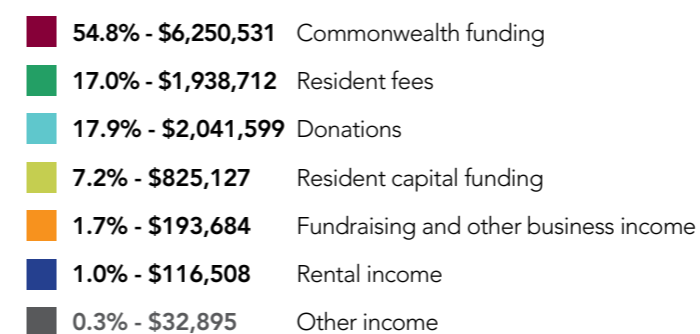
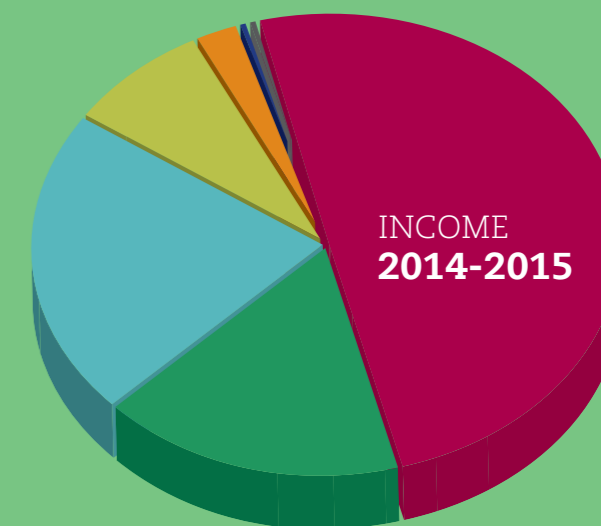
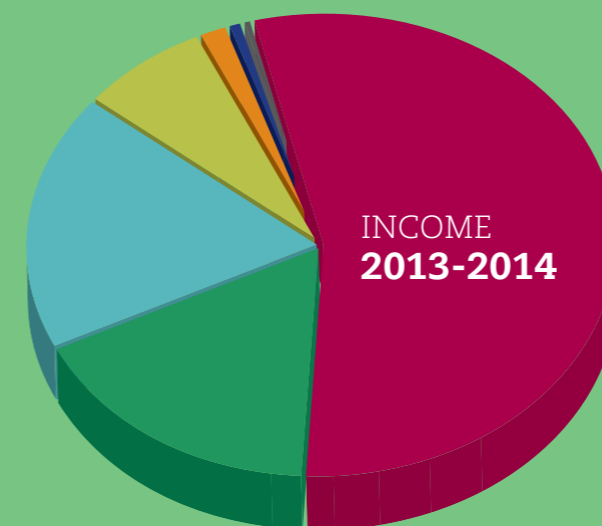
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
	\$	\$
Revenue	14,536,582	11,399,056
Expenses		
Employee Benefits and Management Fees	7,568,708	6,470,093
Depreciation and Amortisation	1,407,303	624,263
Catering Provisions and Expenses	521,658	405,578
Facility Cleaning and Maintenance	444,434	284,116
Resident Care and Support Programs Expenses	482,712	414,443
Other Costs of Accommodation	382,892	406,933
Communication and Administration Expenses	702,041	372,648
Other Expenses	135,390	63,527
Total Operating Expenses	11,645,138	9,041,601
Operating Surplus before fair value movements on interest rate swap	2,891,444	2,357,455
Fair value movement of interest rate swap	18,204	122,741
Net Operating Surplus	2,909,648	2,480,196
Other Comprehensive Income for the Year	-	-
Gain on Revaluation of Land and Buildings	-	3,663,476
Total Comprehensive Income for the Year	2,909,648	6,143,673
Total comprehensive income attributable to members of the entity	2,909,648	6,143,673

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015	2014
ASSETS	\$	\$
Current Assets		
Cash and Cash Equivalents	14,664,484	4,760,963
Trade and Other Receivables	6,196,831	2,309,980
Total Current Assets	21,011,437	7,070,943
Non-Current Assets		
Property, Plant and Equipment	42,642,575	43,683,658
Intangible Assets	4,800,000	4,815,737
Total Non-Current Assets	47,442,575	48,499,396
TOTAL ASSETS	68,454,012	55,570,339
LIABILITIES		
Current Liabilities		
Trade and Other Payables	718,657	1,370,592
Employee Benefits	1,178,861	1,084,283
Short Term Financial Liabilities	32,678,446	22,088,414
Fair Value of Interest Rate Swap	-	18,204
Total Current Liabilities	34,575,964	24,561,493
Non-Current Liabilities		
Employee Benefits	167,114	192,797
Long Term Financial Liabilities	35,566	50,330
Total Non Current Liabilities	202,680	243,127
TOTAL LIABILITIES	34,778,644	24,804,620
NET ASSETS	33,675,368	30,765,719
EQUITY		
Retained Earnings	9,056,108	6,146,460
Asset Revaluation Reserve	24,619,259	24,619,259
TOTAL EQUITY	33,675,368	30,765,720

TOTAL REVENUES OF **\$14.536 M** INCLUDED SIGNIFICANT DONATIONS DURING THE YEAR, AS IN THE PRIOR YEAR, GREATLY ASSISTING IN THE STRENGTHENING OF THE ASSISI CENTRE'S FINANCIAL POSITION.



OUR APPRECIATION

2015 Assisi Race Day

The 2015 annual Assisi Centre Race Day was held on 22 August at the Moonee Valley Race Club. It was another successful Assisi Centre function attended by over 200 guests who had a wonderful day and helped raise \$10,000 for the Assisi Centre. The function was organised by the Assisi Race Day Committee consisting of Don Smarrelli, Lilian Antonelli, Sauro Antonelli, Martin Sammut and Lou Tarquinio. As always the Assisi Centre Ladies Committee played a big part in selling raffle tickets and collecting money on the day itself. The Ladies Committee also create many wonderful hampers for auction on the day. Guests enjoyed a three course meal with the first course donated and prepared by some very generous Assisi Centre corporate supporters. The Assisi Centre is fortunate to have many loyal corporate and business supporters who donate many valuable items offered in the raffle and auctions throughout the day. The Assisi Centre Race day is an annual event and continues to grow each year.



2015 Golf Day

The 2015 annual Toccolan Golf Day was held on 23 March at the picturesque Kew Golf Club. An enjoyable day's golf was followed by a delicious dinner with guests being entertained by host and Hawthorn Football Club legend Robert DiPierdomenico (Dipper). All proceeds from the day were donated to the Assisi Centre which has now been the beneficiary of this annual Golf Day since 2012. The very generous amount of \$5000 was raised on the day.

92 players participated on the day, including many members of the Assisi Centre Board. It was a very successful day made possible by all the players, 18 generous sponsors and the hard work of Ernie La Torre, from the Toccolan Club and Lou Tarquinio from the Assisi Centre. The Toccolan Club has been a strong and loyal supporter of the Assisi Centre in many ways over many years. Adding further to their generosity is the donation to the Assisi Centre of \$23,000, which was raised at the 2014 annual Toccolan Football Luncheon. The Board, Management, staff and residents of the Assisi Centre are forever grateful for the generosity and continued support. The Toccolan Club is an Italian Social Club formed in 1990 by a group of people who share an Italian heritage, an enjoyment of life and a strong sense of community. The name derives from Tocco da Casauria, a small picturesque town in the Abruzzo region, from where most of the founders' parents emigrated.

OUR GRATITUDE

The Assisi Centre would like to express our sincere thanks to all of our many supporters for your incredible kindness and generous financial contributions during 2014/15.

The Assisi Centre Committee of Management, Senior Management team, staff and residents appreciate all donations forwarded to the organisation – these funds enable us to make a significant difference in our service offerings to residents. Your financial donation and or bequest will leave a legacy that will be honoured and cherished.

Donations & Bequests

DONATIONS IN EXCESS OF \$500

Associazione Trevisani Nel Mondo
Sardinian Cultural Association
Comitato Sante Maria Carpineto

DONATIONS IN EXCESS OF \$5,000

A Villanti & A Casmento
S.T.A.F. – Guido Polano
Toccolan Club (Golf Day)
Toccolan Club (Football)

DONATIONS IN EXCESS OF \$500,000

Amando Poli – Poli Nominees Pty Ltd

Grants

Our appreciation is also expressed to the Lorenzo and Pamela Galli Charitable Trust which granted \$50,000 towards the creation of the Assisi Centre Residents Migration Story.



extraordinary
DONATION OF
\$5,000,000

SERVICE CONTACT DETAILS

Assisi Centre Aged Care

230 Rosanna Road
Rosanna Vic 3084

T: 03 9455 1199
F: 03 9459 3901
E: ciao@assisicentre.com.au
W: www.assisicentre.com.au

Martin Sammut | CEO

T: 03 8458 3139 E: msammut@assisicentre.com.au

Fiona Kool | Director of Care

T: 03 8458 3129 E: fkool@assisicentre.com.au

Greg Shaw | CFO

T: 03 8458 3119 E: gshaw@assisicentre.com.au

Alida Bonetto | Nurse Unit Manager - St Claire

T: 03 8458 3131 E: unitmanager@assisicentre.com.au

Bajramsha Meta | Nurse Unit Manager - St Francis

T: 03 8458 3123 E: unitmanager@assisicentre.com.au

Shani Manuel | Nurse Unit Manager - St Catherine

T: 03 8458 3126 E: unitmanager@assisicentre.com.au

Joanne Wang | Nurse Unit Manager - Padre Pio

T: 03 8458 3145 E: unitmanager@assisicentre.com.au

Clarette Collantes | Nurse Unit Manager - St Anthony

T: 03 8458 3113 E: unitmanager@assisicentre.com.au

Gemma Leombruni | Community & Communications Officer

T: 03 8458 3137 E: gleombruni@assisicentre.com.au

Antoinette Andaloro | Pastoral Care Coordinator

T: 03 8458 3115 E: aandaloro@assisicentre.com.au

ENJOY
every
MOMENT
IN LIFE



An Italian-Australian Community Project

ANNUAL REPORT
2014/15