



**ANNUAL REPORT
2015/16**



An Italian-Australian Community Project

WHERE
MODERN TECHNOLOGY

meets

TRADITIONAL RESIDENT CARE

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.

Residents & families first

Excellence in service & care

Staff development

Professionalism at all levels

Empathy in the workplace

Customer service

Teamwork & team building

**PROFESSIONAL &
COMPASSIONATE CARE**

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.

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OVERVIEW OF ORGANISATION: MAJOR ACHIEVEMENTS & STRATEGIC DIRECTION

PRESIDENT'S REPORT DON SMARRELLI OAM

It is my pleasure to welcome you to the 2015/2016 Annual Report. Once again it has been a very active and productive year at the Assisi Centre. Our hardworking and dedicated team has continued to display great vitality and diversity in the management of the Centre. The pressure to provide appropriate facilities for a changing Aged Care environment means that the Assisi Centre has had to expand and upgrade where possible. It is with this in mind that I can once again confirm that a number of projects and activities have been undertaken and completed throughout the past twelve months which have vastly improved our great facility.

The annual fundraising events including, Golf Day, Race Day and Dinner Dance were all hugely successful and we thank our many supporters for their contributions, assistance and attendance at these events. I'm also very thankful of the participation of local clergy and their efforts in celebrating Mass with the Assisi Centre residents. I'd like to mention Bishop Terry Curtin who also freely gives his time to celebrate the Lourdes Mass in the company of members from the Knights of Malta. Another function during the year was the unveiling of the Migrant Story Wall which outlines the migration journey from Italy to Australia undertaken by the residents. The video production and attendance by the residents and their families made the day extremely special.

Our major achievement this year has been the completion of the refurbishment of St Francis High Care Unit at a cost of \$1.4 million. I was pleased to attend the official Open Day and was thankful to meet all those who were involved with the planning, design, building and implementation of this project.

Such major projects require considerable planning and significant funds. Over recent years, the Assisi Centre has been fortunate to have attracted several donations from various charitable trust funds and individuals. It is my firm belief that the Assisi Centre bequest program is an area in which the Italian community can demonstrate its preparedness to

give back to its community especially in the field of aged care. I accordingly encourage the Italian community at large to consider participating in our bequest program. It is also important to note that any donations to the Assisi Centre are tax deductible.

As I have in the past, on behalf of everyone associated with the Assisi Centre at all levels, I extend my gratitude and appreciation to Pamela Galli from The Lorenzo and Pamela Galli Charitable Trust and Armando Poli from The Armando Poli Charitable Fund and various other groups and individuals for their extraordinary generosity.

This support remains a crucial factor in determining future projects and greatly assists in the creative vision for the future of the Assisi Centre. I am pleased to confirm that after many years in the planning, the third and final stage of our Master Plan, involving the development of a Retirement Village, is finally gathering momentum.

Recently, with the assistance of ISG Projects and various consulting groups, Baldasso Cortese Architects were appointed and a Project Control Group established to oversee the forthcoming project and to ensure the briefed requirements of the Master Plan are properly implemented.

No doubt this will ignite another exciting period in the life of the Assisi Centre for several years to come. I look forward to keeping our residents, families and friends updated as to the progress on a regular basis.

As an organisation in Aged Care services, I remain mindful of the need for sound financial planning and the requirements to maintain high standards across all sectors. It is reassuring to know that the Assisi Centre has capable and responsible personnel who monitor and continue to oversee these areas.

Also, one of the most important resources that we have is our Staff. They are to be congratulated for their consistent and inspirational work undertaken with our residents and for their promotion of the

vision and values of the organisation. Fortunately our Management Team, headed by our CEO, Martin Sammut and Director Of Care, Fiona Kool have been able to sustain and uphold the expectations that have been set for them since their arrival in January 2015. I am pleased to say it has been a pleasure working with both Martin and Fiona during this time. For this I extend my genuine and sincere appreciation to both of them for their contribution to the ongoing success of the Assisi Centre.

Undertaking community work in any organisation can be both satisfying and rewarding in many ways. The Assisi Centre is most fortunate to have a very hard working and dedicated Women's Committee and Volunteers Group. Without any fanfare and expectations, these two groups go about their invaluable work for the benefit of the Assisi Centre Community on their own time. I wish to recognise and applaud the individuals involved and encourage other members of the community to consider undertaking a similar role in the future with either group.

To my fellow Committee of Management colleagues, I extend my respectful gratitude and appreciation for your loyalty and support throughout the year. I am mindful that we all have commitments that at times make it difficult to justify participation on a voluntary basis. However, it would be remiss of me not to acknowledge the exceptional efforts that you all make to attend committee and subcommittee meetings throughout the year. It is my firm belief that our diverse and varied individual backgrounds are our strength. Together we share a common purpose to make the future better for our residents and families. For this I remain grateful and I look forward to a successful and prosperous 2017 for the Assisi Centre.

Don Smarrelli OAM

President



CEO REPORT

MARTIN SAMMUT

Technology in Aged Care is not new. However the speed at which it is being introduced can at times be a challenge. At the Assisi Centre, our approach is to embrace modern technology and all that it has to offer, **as long as the outcomes result in supporting and improving the provision of care to residents.** The organisation is interested in technology that offers improvements and efficiencies to our systems but more importantly, we are keen to introduce assistive technologies that provide care enhancement and practical outcomes for the residents, families and staff.

The Assisi Centre has been well progressed with respect to the use and incorporation of systems that collect, store and manage resident, human resources and financial data. To this end, the organisation has been able to reduce and limit its reliance on paper based applications and has also introduced paper and plastic recycling strategies. Our Information Technology capabilities are competently managed by Evolve IT Australia. Evolve IT works closely with the Assisi Centre to ensure that our hardware/ software is kept in great working order, that our software is up-to-date and that our information is backed up, safe and secure. Disaster recovery strategies are also in place to safeguard against spam, viruses and cyber fraud activities and to ensure that business continuity is maintained.

The fast pace of modern technology waits for no-one. We all witness and marvel at the next generation of children who, even at pre-school, are being introduced to iPads, laptops and other applications. At the other end of the spectrum, the adage that you are never too old to learn new things, rings true. Many of the Assisi Centre residents have been willing to test their skills. The Lifestyle program has introduced Google Earth to the residents enabling many to view images of the villages that they grew up in and even see the

house that they lived in. The other side of the world is now as close as a touch of a button!

Several of the residents are now also using iPads on a daily basis. Some play games while others 'surf the net'. Some residents are also very comfortable using Skype and have regular screen to screen contact with their families and friends including those who live not so close by. The next big advancement for the organisation will be the creation of the Assisi App. This application will take communication between staff, residents and family to another level. Those persons wishing to have daily updates about how mum or dad are going will be able to do so. They will also have access to updates about what activities mum or dad participated in on a particular day or who had recently visited them. While in its early development stages, the first elements of the Assisi App are impressive and well advanced.

Another technological advancement has been the introduction of the Elsi SmartFloor technology at the St Francis High Care Unit. The Assisi Centre is the first Residential Aged Care Facility in Australia to implement this new technology from Finland. Staff are currently being trained in its use and application and we are already seeing prompt response times to resident falls and incidents. The technology which uses microfibre elements under the floor, detects weight and movement within each resident's bedroom. This smart technology together with modern lifting devices ensures a heightened level of resident care as well as providing a safe working environment for staff.

It is our intention to equip Assisi Centre staff with modern devices that enable them to work smarter not harder. Apart from the Assisi App described earlier, the Model of Care Planning Group is also investigating care techniques that will enhance the resident care experience while at the same time promote safe work practices to protect the longevity of the Assisi Centre workforce.

With the organisation about to embark on its Master Plan and Concept Design phase, the consideration of assistive technologies has never been more important. For example, consideration of buildings and services will be undertaken with 'Future Proofing' in mind. This will enable buildings and services to be flexible as consumer needs and expectations change as well as being adaptable to accommodate further technological advances.

The Assisi Centre has so much to be thankful for. Firstly, we thank the residents who collectively make up the fabric that uniquely shapes the existing culture and environment. We also thank the families who offer enormous support and cooperation while grappling with the complexity that comes with aged care. We thank the Assisi Centre staff who are the backbone of this wonderful home. Supported by the outstanding leadership provided by the Senior Management Team and reinforced by the Nurse Managers and Team Leaders and supported by the Finance, Administration, Property, Pastoral, Lifestyle, Catering, Laundry & Cleaning teams, we witness genuine care and teamwork, culminating in upholding the organisation's RESPECT values and the provision of excellent, high quality care to the residents.

To the many volunteers, the Claretian Sisters and local Parish Priests, we extend our gratitude for the wonderful contribution that you make to the residents and the Assisi Centre. The support and generosity of the many suppliers and the great relationships we have are all designed to achieve great outcomes for the residents. Locally, we receive tremendous support from the Women's Committee. This year the Committee provided funds enabling us to establish the 'Piazza San Francesco'. Funds were also made available for the reproduction of the Hymn Books as well as funding the leadlight/stained glass windows in the auditorium which depict the Life of Jesus.

Clearly, the significant refurbishment of the St Francis High Care area would not have been possible without

the substantial donation received from Mr Armando Poli while the implementation of the Elsi SmartFloor Technology was funded by the Lorenzo and Pamela Galli Charitable Trust. We are blessed and fortunate to have such outstanding benefactors together with the Toccolan Club who annually provide us with donations through their Golf and Football events.

Finally, I would like to thank the Committee of Management for their Governance, time and expertise and for supporting and endorsing the many initiatives proposed by the Executive Team.



Martin Sammut
CEO

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 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. Sauro was made Cavaliere Ufficiale by the Italian Government in recognition of his work on behalf of the Italian community.

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.

DON PASQUARIELLO



Don was appointed to the Committee of Management in 2013 and is the Chairman of the Finance & Audit Committee. Don is a Senior Partner of Deloitte, of the world's largest professional services and advisory firms and is currently the National Leader - Clients & Markets for Assurance & Advisory. Don has over 32 years of professional experience, 20 years as a partner, in servicing large multinational organisations.

Don has a strong understanding of public and private company reporting, risk management and of the complexities associated with the management of the audit of multi-national operations of Australian listed companies. Don's significant experience and responsibilities have centered on clients in the construction and property development industry, industrial markets, consumer markets and service companies.

A Fellow of The Institute of Chartered Accountants Australia, and a Fellow of CPA 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.

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.

RICK ROSTOLIS



Rick was appointed to the Committee of Management in December 2014 and also sits on the Audit and Risk 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 Executive Officer of SMS Management and Technology since May 2016 and previously was Chief Financial Officer for 5 years. Prior to SMS, Rick held various senior roles at BlueAnt Wireless, Pacific Brands and KPMG.

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 1970s. Firstly at Vaccari Homes for The Aged (San Carlo), and then at the 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 3 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 2 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.



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.



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.



TONINA GUCCIARDO-MASCI

Tonina was appointed to the Committee of Management in 2015. With qualifications in Social Sciences and Professional Development, Tonina has 30 years' experience working in the areas of access and equity and cultural diversity. For the past 7 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.



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

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. Recently appointed as councillor for the Divisional Council ACSA Victoria.



FIONA KOOL

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 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

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 the Assisi Centre.

...WE WITNESS GENUINE CARE AND TEAMWORK, CULMINATING IN UPHOLDING THE ORGANISATION'S **RESPECT** VALUES AND THE PROVISION OF EXCELLENT, HIGH QUALITY CARE TO THE RESIDENTS.



RESIDENTIAL CARE



The Assisi Centre Aged Care is both an exciting and challenging organisation which 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.

It has been a busy year for the Assisi Centre having achieved many targets to date. We completed the refurbishment of the St Francis high care unit, which included the installation of ELSI Smart Floor technology and ceiling hoists in every suite. The laundry has new and improved processes. We have reviewed our physiotherapy services, conducted 3 satisfaction surveys, enhanced the cultural and lifestyle program, achieved a higher ACFI average and further streamlined our Human Resources (HR) processes.



Our success has been in large part thanks to the team of exceptional staff, including Nurse Managers and Team Leaders in care and other Business Unit Leaders that coordinate and contribute to the Assisi Centre's success in delivery of excellent service and high quality care. We have up to 170 staff across all operational areas; care, catering and environmental services (cleaning and laundry) and administration and we are continuing to grow in our skills and experience and attracting excellent talent. Our HR have worked hard in the last year to maintain staff at current levels and minimising use of agency staff, by employing a casual bank. With our stringent on-boarding process, we ensure that all new employees are well equipped to provide high quality care and service in line with the Assisi Centre's vision, mission, and values.

Recent appointments of Monica Agnihotri as Nurse Manager of our Memory Support unit, St Claire, and Penelope Aunger as Lifestyle Coordinator, demonstrate our ability to attract skilled employees to support our delivery of quality care, keeping the focus on the resident, bring to the Assisi Centre the sense of community and maintaining the element of the Catholic faith.

MODEL OF CARE

One of our strategic priorities is to review and enhance our present Model of Care. In April of this year we formed two leadership teams to work on the Montessori Approach to Care and the development of an Assisi Application. Underpinning both of these projects are four elements; focus on the resident, quality care, sense of community and the element of faith.

We are very grateful to The Lorenzo and Pamela Galli Foundation for providing the necessary funding for the introduction and implementation of the Montessori Approach to care, which is being facilitated by Alzheimer's Australia.

The Montessori Philosophy is based on the educational work of Dr Maria Montessori and Dr Cameron Camp which is evidence based and delivers true person centred care to people living with dementia. The Montessori approach will provide a framework for supporting independence, high self-esteem and dignity for the residents. It is also a strengths-based approach which looks at the person's skills, abilities and interests and provides meaningful activities, roles and cues to support them to engage in everyday life.

The Montessori Approach to care is a whole community approach, requiring families, volunteers, staff and managers to work together. The project has commenced and will proceed through to next year.

Innovation has been core to our growth and our second project focuses on the development of an innovative application, the 'Assisi Hub'. We started this project with the involvement of staff across all Business Units and our aims are to enhance connectivity for the residents with their families and the community, and ensure quality care by bridging the gap in communication about resident information with staff. We are currently commencing a trial of version 1 with ten of our residents and their representatives and will be evaluating the outcomes late 2016.

ALLIED SERVICES

For over a year now, we have been fortunate to have the School of Health Science, RMIT University Chiropractic students continuing in the provision of therapeutic massage. The students, with their clinical supervisor, provide therapy for up to 64 residents and 22 families, staff and visitors to the Centre. The weekly visits have also provided enhanced engagement with residents and friendships have developed. The gentle massage treatment and assessment lasts approximately 5 weeks. In conjunction with this therapy, we have engaged the services of PhysioSafe to assist in the provision of pain management for the residents, which are comprehensive and tailored according to the individual's needs.

CATERING

The annual Food Survey was conducted in February and one of the outcomes was the introduction of resident seasonal menu tastings. We have conducted 4 tastings to date and they have been an added measure in capturing resident feedback. The Chef, Jules and his Catering team, continue to explore new dishes to introduce to the seasonal menu. The Assisi Centre continues to participate in the Dairy and Fracture Study which provides the residents up to 4 serves of dairy a day.

The research staff meet weekly with the Chef and provide continuous feedback about the menu, ensuring it is meeting the nutritional needs of the resident. This project will be completed mid-2017. Menus are now electronically displayed in all of the dining rooms and we provide iPods and docks to play Italian music - adding to the dining experience. White linen and flower arrangements are visually pleasing while fresh bread and fruit baskets are on offer to residents throughout the day.

INNOVATIVE DESIGN AND TECHNOLOGY

The organisation has installed ceiling hoist tracks to replace traditional lifting machines and reinstated the use of the laundry chute in St Francis.

In addition to the menus, the Lifestyle Programs are electronically displayed while the auditorium is fitted with a 'hearing loop' to cater for residents with hearing impairment. The residents have access to iPads and are enjoying visiting their country of birth or the home that they grew up in via Google Earth. Many residents are regularly using Skype to stay in touch with family and friends both here and in Italy. The facility is also equipped with resident and guest WiFi. All resident rooms are fitted with electronic high/ low beds and have wall mounted TVs in order to create space and to ensure a safe working environment for staff. Electronic wrist, chair and bed alarms are also available for resident safety, as required.

ENVIRONMENTAL SERVICES

The appointment of the Laundry Supervisor, Antonella Bennet, has produced many improvements in this service over the last year. Every clean linen trolley has an itemised tag of stock quantity which ensures the needs of each unit's demands from day to day. Staff are trialling a personalised laundering service for all the residents of Padre Pio, providing a mesh bag for personal clothing, along with a laundry basket in each suite. This trial commenced mid-year and anticipate rolling out this system to all the units.

QUALITY CARE

The Assisi Centre has 5 units each consisting of 30 beds. Each unit has a Nurse Manager and a Team Leader. New Personal Care Assistant (PCA) staff are orientated by Debra Hanley and are trained in the RESPECT Program and guided by our Code of Conduct principles which offer person-centred care. This ensures that the care delivered is consistent, is of high quality and reflects the organisation's Vision, Mission and Values.

ACHIEVEMENTS OF 2015-2016

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

- Development of two Focus Groups to review the Model of Care
- Developed version 1 of the 'Assisi App'
- Developed a Workforce Plan that meets the strategic goals of the Organisation
- Provision of Hospitality services, including the enhancement of the menu and the dining experience
- Increasing exposure for the Assisi Centre through the Reward and Recognition Program, with Debra Hanley and volunteer Rosetta Anzanello being nominated for the ACSA State Awards in October 2016
- Seasonal Menu Tastings for residents
- Commencement of the trial in a personalised laundry service in Padre Pio

IN THE NEXT 12 MONTHS, WE AIM TO...

- Implement the Montessori Approach to the Memory Support unit
- Develop the Assisi Centre Leadership Program
- Explore the provision of valet laundry service and cleaning
- Improve the organisation's marketing and brand; logo, website and networks
- Expand the personalised laundry system
- Celebrate Foundation Day in March 2017, bringing the community to the Assisi Centre
- Expand the Migrant Project with the training of the Lifestyle staff
- Continue with the Italian Language Course for the staff
- Develop the clinical skills of staff
- Complete a root cause analysis of falls

Fiona Kool

Director of Care



ST FRANCIS

HIGH CARE BEDS - 30

St Francis is a High Care unit, managed by Bajramsha Meta and team Leader, Connie Iorfino. Jamuna Jacob has also been an interim manager for part of the year.



Bajramsha Meta



Jamuna Jacob

St Francis has recently undergone a major refurbishment to bring it in line with the rest of the building. Each room is equipped with ceiling hoists and the ELSI Smart Floor technology. The floor has sensors under the flooring which detects when a resident gets out of bed, has a fall, enters or exits the bedroom or bathroom. This eliminates the need for residents having to wear an alarm which can be intrusive.

The system can be tailored to each individual resident's needs, ensuring that their privacy and dignity is maintained at all times. It also detects up to 4 people, issuing colour differentiation. In essence, staff are able to respond to falls and other incidents more quickly.

The unit has been refurbished creatively to capture external light and accentuate the high ceilings of the lounge and dining room and creates a feature. The foyer is bright and welcoming and the palliative care lounge remains a calm and welcoming area. We now have an extra lounge area for residents and their family. The newly created Piazza San Francesco, is another inviting place for families and residents to enjoy during the warmer months.

The Piazza further enhances the Italian culture at the Assisi Centre as it is a re-creation of a place many residents can associate with; the Italian market place. It's an opportunity for residents to get outdoors 'for a purpose', share ideas with each other and just simply enjoy their favourite past time with family and friends.

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **Installation of Elsi smart floor technology**
- **Installation of ceiling hoists**
- **Refurbishment of entire Unit**
- **Courtyard redesigned to replicate Italian Piazza - Piazza San Francesco**



a resident enjoying one of the many activities.

ST ANTHONY

HIGH CARE BEDS - 25

LOW CARE BEDS - 5

St Anthony is managed by Clarette Collantes and Team Leader, Laxmi Adhikari.

Laxmi is replacing Lindsey Sherlock, who is currently on leave.

St Anthony provides ageing in place.



Clarette Collantes



St. Anthony provides care to residents requiring medium level care. In recent months the care needs of the residents living in this unit have increased in complexity, both clinically and psychologically.

St Anthony houses the library, boasting picturesque and relaxing views. It offers broadband facilities and the Lifestyle staff run the iPad and computer classes for a group of residents every week. In recent months the friendships groups have been held fortnightly in the library, where residents from the same regions of Italy meet and have afternoon tea and hold discussions about the region and their experiences.

St Anthony has 6 Mountain View premium suites, which are large enough to comfortably accommodate couples. St Anthony also has a large music room in which one of the residents, Mr Vincent Gerace, enjoys playing his keyboard every evening. The residents enjoy participating in large group activities including bocce, exercise classes, bowling and billiards.

One of the objectives of this unit is to maintain and/or improve the residents' range of movement, strength and balance while helping to minimise falls. Resident, Mr Ernesto Capannolo, volunteers every week to run the active ball games.

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, bus outings and hydrotherapy**
- **Higher ACFI average**
- **Improvement in general wellbeing of residents & positive feedback from family members.**



Mina Placentino on a Yarra cruise

ST CATHERINE

HIGH CARE BEDS - 28

LOW CARE BEDS - 2

St Catherine is managed by Rebecca Marano while Shani Manuel is on leave, with Debra Hanley as the Team Leader.

Debra Hanley conducts the orientation of all the new personal care workers within the whole of the facility.

St Catherine staff are proud to have Debra on their team as she has been nominated for the ACSA Victoria Aged Care Awards in 2016.



Rebecca Marano

St Catherine has recently rearranged its living areas in response to residents and their families request for a larger lounge. Many of the residents of St Catherine are long-standing occupants who have particular interests. One of these being the development of the courtyard and the cultivating of both indoor and outdoor plants.

St Catherine boasts one of the most beautiful and relaxing areas, featuring evergreens, succulents and other beautiful flowering plants. One of St Catherine's lounge areas converts to the RMIT Chiropractic treatment room once a week.

Residents are often found sitting in one of the lounges, taking a nap, watching RAI TV or knitting quietly or enjoying a conversation with a volunteer they so dearly love. One of the residents of St Catherine, Nuccia Bascetta, together with volunteer, Elizabeth De Amicis, kindly assist in the monthly cooking sessions that send the beautiful aromas throughout the whole facility.

Many of the residents are strong in faith attending Rosary and Mass while also enjoy going out on organised tours to the shops or local market. The residents of St Catherine achieve and experience so much from day to day, that it's hard to keep up with them!

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **Enhancement of dining experience through the re arranging of the dining area, providing a better flow and more intimate feel.**
- **Creation of a larger communal lounge room**
- **Having Debra Hanley, 2016 state finalist in ACSA employee awards, as a valuable member of the team in St Catherine.**



Vicky Ivory, Deb Hanley, Martin Sammut & Penelope Aunger

PADRE PIO

HIGH CARE BEDS - 23

LOW CARE BEDS - 5

RESPITE SERVICES - 1

Padre Pio provides ageing in place and is managed by Alida Bonetto and Team Leader, Anna De Lorenzo.

Padre Pio accommodates low to medium care residents.



Alida Bonetto



Padre Pio has a wonderful spirit where staff work together in collaboration and in close partnership to pursue positive outcomes for residents. Padre Pio provides respite care and assists residents to transition into permanent care. It also has 6 Mountain View premium suites, which can accommodate extra furniture converting the space into a personal retreat.

Padre Pio staff are always seeking innovative ways to enhance residents' wellbeing. The residents of Padre Pio responded well to the animal festival held earlier this year and assisted the Lifestyle team with caring for two bunnies for a fortnight. It was such a success that after consultation with the residents, we now have 2 resident canaries: Giuletta and Romeo. The residents also enjoy playing cards and tending to their plants in the raised garden beds out on the balcony.



Sister Jiji with Lucia Trigilia

HIGHLIGHTS FOR THE YEAR INCLUDED:

- **The installation of raised garden beds in the Padre Pio balcony, giving more accessibility and independence to residents wishing to tend to their plants and vegetables.**
- **Implementation of better laundry system thereby minimising loss of residents' clothing**
- **Greater retention of staff resulting in stability within the unit providing enhanced feeling of security and familiarity for the residents.**

ST CLAIRE

HIGH CARE BEDS - 30

St Claire Memory Support provides care for 30 residents living with Dementia.

St Claire is managed by newly appointed Monica Agnihotri and Team Leader, Vicky Ivory.



Monica Agnihotri

St Claire is a challenging environment but has a unique team of dedicated and skilled staff. Earlier this year, all of the staff of St Claire participated in the Alzheimer's Australia, 'Dementia Care Essentials' 3 day workshop, to prepare them for the implementation of the Montessori Approach to Care.

Staff strive to keep residents happy, engaged and active for as long as possible, while acknowledging the importance of the medical condition of Dementia.



Concetta Balassone at Eureka Stydeck

The Lifestyle, Pastoral and care staff all work as a team to ensure that the approach is consistent with helping to enhance the experience of every individual resident. We have got a lot more to build on and the assistance of the consultants from Alzheimer's Australia will ensure its success in the long term.

HIGHLIGHTS FOR THE YEAR INCLUDED:

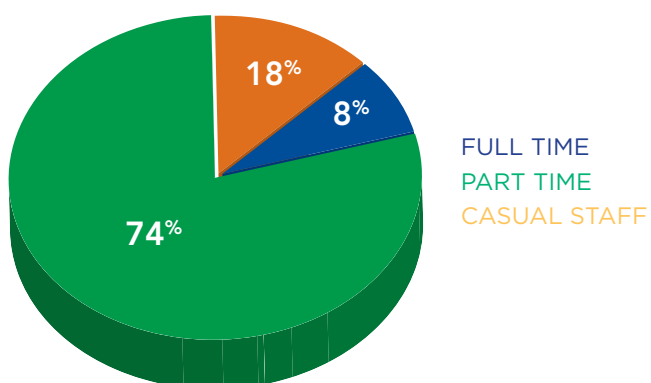
- **Preparation for introducing Montessori Model of Care aiming to improve resident's engagement and participation in activities.**
- **A sensitive approach towards assisting residents with Memory Support**
- **Focus on encouraging small groups of residents doing activities they like**
- **Facilitating Staff and Family Focus Groups targeting the best quality of care for our residents.**

HUMAN RESOURCES

Over the past year, Human Resources (HR) has continued to develop and strengthen the changes introduced, resulting from the review of the previous year. New positions included the engagement of a Rostering Coordinator on a full time basis and a Part-Time Human Resources Administrator helping to consolidate, coordinate and improve recruitment, selection and staff retention. This included a campaign to strengthen the master roster with permanent staff and increase the Assisi Centre casual staff availability. Sourcing, developing and retaining appropriately skilled staff is a major workforce challenge. The HR team plays a vital role in ensuring that the most skilled and committed staff are employed to meet the needs and expectations of the Assisi Centre residents.

Learning, Education and professional development of staff are high priorities at the Assisi Centre, and includes a comprehensive orientation and induction program. Continuous improvement and mandatory training, applicable to all staff and specialist areas, are conducted throughout the year and cover medical and care for resident disciplines, food service and management. A specialist area introduced this year that will feature in the coming year is training and education in conjunction with the introduction of the Montessori Care Model Program.

EMPLOYMENT PROFILE



REWARD AND RECOGNITION

In October 2015 the Assisi Centre held the Annual Staff Rewards and Recognition Ceremony, where Years of Service awards were presented. These included:

5 YEARS: 3 STAFF
10 YEARS: 3 STAFF
15 YEARS: 1 STAFF

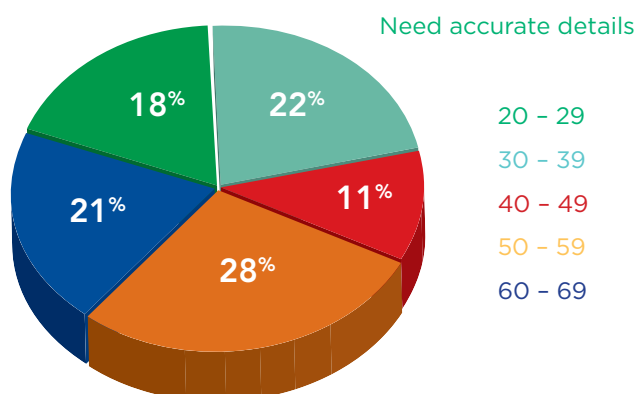
The introduction of the Above & Beyond Staff Awards aim to recognise, thank and reward staff for their continued dedication to providing excellent quality care and services.

The nominations of the Assisi Centre Employee and Volunteer winners to the Aged & Community Services Australia (ACSA) Awards under the Employee and Volunteer categories have both made it to the Finalists stage. This is great recognition of the Assisi Centre and the talented people who work and volunteer for the organisation.

WORKFORCE STRUCTURE

Over this reporting period, the Assisi Centre has increased staff by 36 and as a measure of the reduction in agency staff use, full time equivalent have increased from 86 to 99 during this period. **Agency staff requirement was reduced by over 44%**, year on year, as a result of the recruitment campaign and strategy to employ permanent Assisi Centre staff.

EMPLOYEE AGE OVERVIEW



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.

ADMINISTRATION & LIFESTYLE	19
REGISTERED NURSES	20
PERSONAL CARE ASSISTANTS	88
CATER, LAUNDRY & CLEANING	43
TOTAL STAFF NUMBERS	170

In compliance with the Workplace Gender Equality (WGE) Act 2012 the Annual Report was provided to the Workplace Gender Equality Agency.

WORKPLACE GENDER STATISTICS	 MALE	 FEMALE
BOARD	9	3
MANAGEMENT	2	1
PROFESSIONAL STAFF	3	21
CARE & OTHER STAFF	13	118

STAFF SATISFACTION SURVEY

Staff are surveyed annually and responses this year to questions regarding; work relationships, innovations, respect and support, continuous training, resident and families interaction, were overwhelmingly positive.



Members of the Assisi Centre staff

...RESULTS FROM SURVEYS SHOWING VERY **POSITIVE** FEEDBACK.

QUALITY MANAGEMENT

The **Quality System** review conducted during the last twelve months has included audits and action planning relating to all aspects of resident care. Reviews of other aspects of management have also been conducted including an extensive examination of policies and procedures and the introduction of new policies and forms where necessary.

The **Environmental Services** system was also reviewed with continuous improvement actions including:

- **The consolidation of newly introduced services to enhance resident satisfaction with Laundry services**
- **Providing additional training for Cleaning staff in customer service delivery and infection control measures**
- **Involvement of trained Occupational Health and Safety representatives during Environmental reviews**

Clinical System reviews have included new policy development, review of the Model of Care and the planned introduction of a new **Medication Management System**. Monthly auditing of clinical systems including falls and other adverse events, behaviour management and infection control continues. The implementation of an upgraded version of the electronic documentation system, **Manad Plus**, is planned during the next 12 months. Version 5 of the program promises to provide many new features to enable quicker and simpler record keeping. The implementation process will also involve the training and education of all staff in its use and application.

Three surveys were conducted by the Assisi Centre during the reporting period.

- **Resident and Family satisfaction survey**
- **Food Survey**
- **Staff satisfaction survey**

The return rate was high with results from all surveys showing very positive feedback including opportunities for improvement in areas of service and practice. Action planning was developed and introduced following each survey and the results of the surveys were communicated and discussed at Committee of Management, Senior Management, Business Management levels as well as the Resident and Family meeting held in July 2016.

Re-accreditation against all four aged care standards is scheduled for September 2016. We look forward to the opportunity to showcase improvements we have made in the care of residents and their lifestyle within the home.

Assisi Centre Aged Care continues its research involvement in the following studies;

- **Dairy and Fracture Study with Melbourne University and the Austin Hospital**
- **The National Aged Care Clinical Indicators Program**



Dein Vindigni, (back row) head of chiropractic at RMIT with his team of students

New research opportunities and potential projects are continually being considered and negotiated. Some of these include:

- Engagement of University to conduct research into the benefits of Smart Floor Technology installed in St Francis High Care Unit. Research into falls and mobility will be undertaken by means of root cause analysis. Smart Floor Technology (developed in Finland) has micro sensors beneath the flooring which is able to detect when a resident gets out of bed while at the same time immediately alerting staff. As a result, resident falls can be reduced and or prevented and the innovative technology aims to improve the quality of care delivery to residents.
- Chiropractic Students from RMIT undertaking research in regard to the provision of massage therapies and the benefits derived by residents.
- The engagement of Alzheimer's Australia to provide consultancy services to the Assisi Centre in the introduction of the Montessori Care Model to the St Claire's Memory Support

Unit. The model will provide the foundation for a new approach to dementia practice and delivery of services to residents. The consultancy support will progress through steps which include:

- Establishing a foundation
- Planning and improving practice
- Implementing improvements
- Embedding improvements in policies, systems and everyday practice

The project will commence in August 2016 and proceed throughout the year.

RISK MANAGEMENT

Common risk factors form the basis of risk management within a facility. These include people, premises, providers, products and performance issues. A review of the physical environment and safe systems have focussed on Essential Services provision and performance, fire safety systems and preventative maintenance outcomes. Risk management prerogatives during the next year will include further development of the Risk Management Plan, Risk Registers and Risk Summary.

COMMUNITY & COMMUNICATIONS

As the title suggests, the responsibilities of Community & Communication encompass a range of areas.

Primarily, the role is to liaise & provide information to families, whose parents or relatives are considering aged care, to discuss procedures and options available to them, carrying through to the admission process.

Understandably, it is an anxious and emotional time for all concerned. Often, families are in a state of confusion, trying to make sense of the barrage of information they're suddenly faced with.

Increasingly, aged care is an option families are forced to consider due to a sudden decline in a person's health rather than forward planning. Having said that, it is always easier on families when the residents themselves are able to consciously make that decision.

Other responsibilities include:

- Managing the wait List for both permanent and respite care.
- Providing information, including financial options and conducting tours of the facility to interested families
- Administration of the Assisi Centre website and social network page & My Aged Care portal.
- Management of the digital menu displays which are installed in every unit as well as the Plaza.
- Responsibility for the production of the Assisi Centre magazine, 'Notizie', the annual report and other printed information provided to families and prospective residents.

Technology is a huge part of any organisation in the 21st Century.

At the Assisi Centre, we strive to be ahead of the trend, using the latest technology to provide the best care for our residents, including the ELSI Smart floor technology installed in the recently refurbished St Francis Unit. The Model of Care focus group is at present working towards developing a mobile device application which will improve communication to enable staff to deliver care more efficiently. The app will be further developed in the future to include access by families, again, improving communication and providing peace of mind. The possibilities are endless.

THE LORENZO
& PAMELA GALLI
CHARITABLE TRUST
GENEROUSLY DONATED

\$50,000

WHICH MADE THE
MONTESSORI CARE
MODEL PROJECT
A REALITY.



THE MIGRANT PROJECT

The idea of exploring the migration story of the residents at the Assisi Centre belongs to Peter Staples, the former Executive Manager of the Assisi Centre. Peter then put together an excellent submission for funding for the project which was successful and has enabled us to put together a wonderful collection of the extraordinary life experiences of residents both through filming and a visual display.

The occasion was marked by a presentation of the residents' remarkable stories and the unveiling the 'Migrant Story' mural in the Galleria of the Assisi Centre plaza. The event was overwhelmingly attended by residents, families, Management, board members and staff.

We had the pleasure of having Pamela Galli attend and address the crowded auditorium.

Pamela Galli is the director of the The Lorenzo & Pamela Galli Charitable Trust, whose generous donation of \$50,000 made the project a reality.

This project gives opportunity to staff to engage in discussion with the resident, not only those who participated in the project but each and every resident who is willing and able to do so.

REGION BREAK DOWN

- Abruzzo - **37**
- Calabria - **17**
- Emilia Romagna - **1**
- Lazio - **3**
- Marche - **2**
- Sicilia - **21**
- Umbria - **1**
- Other - **4**
- Basilicata - **5**
- Campania - **5**
- Friuli-Venezia Giulia - **14**
- Lombardia - **1**
- Puglia - **3**
- Toscana - **7**
- Veneto - **26**

FAST FACTS:

Average age of residents:

87

Longest length of stay

23 years

Age of oldest resident:

100 (6/10/16)

Number of Admissions

64



Don Smarrelli & Pamela Galli unveiling the Migrant Project mural in the Assisi Centre Galleria

HIGHLIGHTS & ACHIEVEMENTS

- Maintaining occupancy above 95%
- Achieving 100% occupancy on several occasions
- Production of Notizie magazine bi-annually
- Involvement in the Migrant Project, co-ordinating residents and production team including organising the major presentation event in November 2015.
- St Francis refurbishment committee
- The Assisi Centre mobile device application initiative
- Ongoing participation in Model of Care focus group
- Beautification of interior spaces

LOOKING AHEAD

- The implementation of the Assisi Centre mobile device application
- Foundation Day celebrations in March 2017 marking the organisation's 25th anniversary
- Electronic sign in kiosks
- Enhancement of the Assisi Centre website, marketing collateral and brand Identity
- Achieving full Accreditation

RESIDENT STORIES



ANNA IERVESE

Anna grew up in Pescara in the Abruzzo region. Anna's family (Schiavone) was well known in Pescara as they owned a chain of hardware and general stores in the area. Anna worked in the family business since the age of 8 after schools were closed down due to the outbreak of war.

Her daughter, Catia, describes how Anna loved singing and dancing and would attend dances regularly with her friends. She was also quite adept at mathematics. Catia fondly recalls how her mother loved entertaining and cooking for her friends and family. "She loves life and people".

Anna met and later married her husband, Oscar in 1960. They moved to Australia in 1974 in search of better opportunities after the situation had deteriorated in Italy for certain businesses. Anna, Oscar and their 3 children lived with friends in Northcote when they arrived in Australia, later settling in Lalor.

Whilst thoughts of her beloved Italy never too far away, Anna made the most of life in Australia, working as a machinist and also enrolling in an English course at the Migrant Resource centre.

Over the ensuing years Anna and her family would return to Italy often, spending 6 months there and 6 months in Australia. Her most recent visit was last year to celebrate her 80th birthday.

Anna was eager to try respite here at the Assisi Centre and after doing so made the decision to make it her home. The familiarity of the Italian language and other cultural aspects associated with the Assisi Centre gives Anna comfort. She enjoys the activities and socialising with other residents and is rarely without a smile.



TONY DI NARDO

Tony grew up in Tocco da Casauria, a town in the Abruzzo region of Italy. He is a barber by trade, undertaking his apprenticeship in Italy. He recalls how he moved to France from Italy in search of work as jobs for a barber were scarce in Italy at the time.

Tony lived in France for 6 years during which time he met and married his late wife, Yvonne.

He supplemented his income as a barber by working in a ceramics factory.

In time, Tony and Yvonne moved back to Italy.

Tony made the decision to come to Australia alone in 1968 in search of job opportunities.

The intention was to remain in Australia for at least 2 years after which time he would return to Italy. However, he saw the many opportunities available here in Australia and made the huge decision to remain permanently. Yvonne and their 2 daughters arrived in Australia 8 months later.

He was fortunate in that his sister had already settled here, arriving in Australia in 1952.

He speaks fondly of Australia, saying that this country has been good to him.

Tony worked as a hairdresser in South Melbourne for 3 years. He then bought a hairdressing business in Burwood, which he ran for 23 years.

Until recently, Tony's barber services were still in demand by fellow residents.

Tony and Yvonne entered the Assisi Centre together 8 years ago. Unfortunately, Yvonne passed away a year ago. Tony expressed that since her passing he feels a little lost.

However, Tony is an active member of the Assisi family, participating in many of the activities and bus excursions on offer. He also attends 2 Italian clubs out in the community.



PASTORAL CARE

The Assisi Centre Pastoral Care Program regularly reviews the range of spiritual and pastoral care options available in order to make sure that it meets with residents' needs and traditions.

All staff are orientated to the program so that they can understand the dimensions of pastoral care and acknowledge the fact that pastoral care is integral to the provision of holistic care and support for the residents and families. The Pastoral care team regularly reviews, discusses and resolves difficult issues arising from day to day matters. All staff who engage in Pastoral Care are adequately supported and we are blessed to have the support of the Congregation of the Claretian Sisters.

HIGHLIGHTS & ACHIEVEMENTS:

Sunday Mass is very popular with residents, families, friends and volunteers. It is not unusual to have up to 85 people attending. The Holy Rosary, which is recited every day is also well attended, with approximately, 35-40 residents gathering in the auditorium. Rosary is also recited daily in St Francis High Care and St Claires Memory Support units.

The Pastoral Care team visits residents regularly to provide emotional and spiritual support and reassurance. Residents and their families are also accompanied during the resident's final stages where support, prayer and a priest (when possible) to administer the sacrament of the Anointing of the sick are also provided. All these interventions give much comfort to resident and their family.

Assisi Centre Aged Care, being a Roman Catholic facility, ensures staff understand the importance of religious symbols and services conducted for the residents. Pictures of representative Saints have been placed in each area. A picture of Pope Francis hangs in the foyer while a Crucifix is present in the Board Room.

The Assisi Centre Pastoral Care Program also ensures that religious occasions are celebrated. These include Holy Week, Easter, Christmas & Lourdes Day Mass, which is celebrated by Most Rev. Terrence R. Curtin;

St Anthony's Feast Day and All Souls Day Mass, the commemoration of all the faithful departed, where Holy Mass is celebrated by Fr Vito Pegolo, CS.

CLERGY

We are extremely grateful to the following priests: Fr Michael O'Connell, Fr Vito Pegolo, CS, Monsignor Frank Cavarra, Fr Angelo Cagna, CS, Fr Luigi Sabbadin, CS and Fr Mario Zammit, for their continuous support in celebrating Holy Mass and administering the Sacraments to the residents.

NEW HYMN BOOKS

The Assisi Centre is grateful to the Women's Committee for funding this project. A selection of Italian Hymns, familiar to and popular with the residents, have been collected to create the latest version of the Assisi Centre Hymn Book. The Hymn books are in large print format, and are available for the residents to use during religious services.

LEADLIGHT WINDOWS IN THE AUDITORIUM

The Women's Committee also funded this project. A set of religious leadlight windows depicting Jesus' life on earth, were installed in the Auditorium, enhancing the space as a place of worship and reflection. The Assisi Centre is very appreciative and thank those residents who donate candles and flowers for the altar and for our Lady throughout the year.

The Pastoral Care Program will not be exempt from the introduction and impact of information technology in aged care.

Consideration is also being given to televise mass to residents who are unable to physically attend. While challenging at times, our work is made easier through the understanding, cooperation and patience of the residents & families.

With the works now completed The Assisi Centre is keen to increase the use of the chapel and indeed the beautiful surrounding gardens, for baptisms and weddings, as well as funerals and memorial Masses. All enquiries can be made directly with Antoinette Andaloro, Pastoral Care Coordinator.

LIFESTYLE

The Lifestyle team at the Assisi Centre has fostered a recreational program that is tailored according to the needs and interests of the residents. Consultative measures ensure that residents have opportunities to input their wishes and preferences and together with their passion for life is channelled into the program framework.

Over the past year, the Lifestyle Program has expanded to include hydrotherapy, weight-based exercise programs and an increased involvement with the community. An increasing number of our activities are designed around the rich Italian cultural traditions and heritage including traditional Italian food tastings, region specific friendship groups and enhanced gardening spaces.

All residents are benefiting from the variety associated with music therapy programs which are helping connect the community at the Assisi Centre including family, friends, volunteers and caregivers. Music forms a sizeable part of the Lifestyle program, from recitals, provided by a talented resident pianist, to a variety of concerts by visiting musical artists and entertainers.

During the warmer months the Lifestyle program offers regular walking groups, barbeques, bocce

and other outdoor activities utilising the ample array of courtyards and gardens on-site, as well as the abundance of nature reserves situated nearby.

Some of the most popular attractions at the Assisi Centre this year have included our first animal festival, Australia's Biggest Morning Tea (raising funds for cancer research), the Festa della Repubblica, our Mother's Day celebration, a Winter festival and the Assisi Centre Olympic Games Day.

The organisation has increased the frequency of the bus outings to four trips per week. Aside from regular wildlife and historical tours, which are largely aimed to cater for residents in High Care, more independent residents have enjoyed a Yarra cruise, sightseeing at Eureka Skydeck, a trip to Tessellar Tulip Festival, screenings at The Italian Film Festival and regular visits to beach cafés to enjoy Italian Gelati.

Over coming months, the Lifestyle team will continue to expand the program schedule in order to introduce more programs such as The Assisi Family Day, the Spring Carnival Festival and boating trips with Sailability, making the Assisi Centre, not just an Italian aged care home, but truly a great place to live.

...OVER
5,300
HOURS OF
VOLUNTEER
SUPPORT.



La Befana with Caterina Zaccari

VOLUNTEERS

At the heart of the Assisi Centre is a strong dedication to serving and assisting the residents. This is also demonstrated through the dedication and contribution by the loyal group of volunteers who help in a variety of specialised and unique ways.

The Pastoral Care and Lifestyle Programs depend greatly on the availability and participation of volunteers who support residents to attend Rosary, Mass and regularly accompany residents on the bus trips. At the Assisi Centre volunteers Recognition Function, the volunteers watched a video presentation with messages from some of the residents at the Assisi Centre. The individual messages were touching and moving with one resident conveying that 'these people are angels on earth and we are grateful for all that they do for us'.

Volunteers promote a sense of community and belonging through their work with residents. Whether it's by their assistance in escorting residents to the religious services, participating in lifestyle activities, assisting with feeding the frail or sharing a coffee and a chat, their contribution is invaluable.

Many of the residents appreciate and long for company and conversation and this is assisted by volunteers who facilitate reminiscence groups. The residents' lives are enhanced everyday by each and every volunteer. Their compassion and continued dedication adds enormously to the lives and wellbeing of all residents.



Volunteers Bobby & Marilyn Bussolaro

The Assisi Centre is also fortunate to have a large group of dedicated women who make up the Women's Committee, which works tirelessly to raise funds for the benefit of the residents. The organisation is also very appreciative of the Men's Choir who visit every month for an afternoon of singing, to the delight of our residents with their Bel Canto Popolare!

The Assisi Centre congratulates Rosetta Anzanello for reaching the Finalist stage in the ACSA Victoria Aged Care Awards 2016 - Volunteer category. Volunteers like Rosetta, play an enormous role in providing care and support to the residents which may not have otherwise been possible. Rosetta, as is the case with most volunteers, would not be in search of an individual award or accolade - their thanks is the gift of being able to make a difference in someone's life. Having said this, a contribution of over 20 years cannot go unnoticed nor unrecognised. We wish Rosetta all the very best of luck on the Awards Presentation.



Rosetta Anzanello receiving her ACSA finalist certificate.

PROPERTY

The Project Management Business Unit's primary function is to manage all property, services and maintenance related issues for the Aged Care Facility, convent and grounds. The Business Unit also supports the work undertaken by the Senior Management team as well as the Nurse Managers.

The Business Unit is also responsible for providing secretarial services to the Committee of Management, organising or assisting in the organisation of fundraising events such as the Assisi Centre Race Day and Golf Day as well as managing the rental and leasing arrangements with community organisations and businesses which use the Assisi Centre premises, including CO.AS.IT., Patronato and Optus.

PROPERTY

The major highlight of 2015/2016 was the refurbishment of the St Francis High Care area in order to raise the resident accommodation to the same standard and quality as the other four areas that were either constructed or refurbished over the previous 3 years.

The logistics of the St Francis refurbishment were quite complex, as a limited number of residents could be relocated outside of the St Francis Unit during the refurbishment. A Project Plan was developed in consultation with the Architect and builder to undertake the refurbishment over six stages with up to 6 rooms being refurbished during each stage. The dining room and main lounge were refurbished during the final stage. Additionally and importantly, a Nurse Station was constructed next to the main lounge during the final stage to enable and enhance visual monitoring of residents and their needs. The cost of refurbishment was approximately \$1.5m with additional costs associated with the fact that the Assisi Centre ran at 95% occupancy for a nine month period.



A Project Committee was formed to ensure that the care and service to the St Francis residents was not affected nor inconvenienced in any way during the refurbishment period. During the planning stages of the refurbishment, the Assisi Centre became aware of the availability of new sensor floor technology from Finland called ELSI Smart Floor. The sensor floor detects and monitors movement and when activated, triggers an alarm which alerts staff of a fall and records mobility patterns.

As the Assisi Centre is continually seeking innovative technologies and systems to improve the quality and efficiency of resident care, including safety and well-being, the Assisi Centre Committee of Management decided that Assisi Centre would install the ELSI Smart Floor and become the first Residential Aged Care Facility in Australia/ Victoria to do so.

While the installation was complex and time consuming, the system is now fully operational and functioning as intended. The Assisi Centre is very privileged to have the ongoing support of the Lorenzo and Pamela Galli Charitable Trust which funded the installation of the ELSI Smart Floor.

A little used courtyard adjacent to St Francis has also been converted to the 'Piazza San Francesco' during the refurbishment. The courtyard will become a recreational area for residents and



Newly refurbished St Francis

The Project Management Business Unit also oversees the completion of all scheduled and unscheduled minor maintenance including changing light bulbs, testing and tagging electrical appliances, plumbing, repairing furniture, maintaining doors and windows and closing off a myriad of other general maintenance work. In a Residential Aged Care environment many maintenance items are recorded on a daily basis. During 2015/16 the Maintenance Officer resolved nearly 2,000 maintenance issues that were logged onto the internal Management System, MANAD.

families during the warmer spring and summer months. The cobblestone stencilling, café tables and chairs, awnings, shutters, market stalls and a wall fountain have all combined in creating a piazza-like atmosphere.

A small statue of St Francis also adorns the courtyard. This renovation was funded by the Assisi Centre Women's Committee while the shutters and market stalls were created by Assisi Centre staff member, Mairead Greaney and husband, John.

MAINTENANCE

During 2015/16, the new maintenance contract with FME Consulting, entered into in January 2015, was bedded down. FME Consulting finalised contracts on behalf of the Assisi Centre with a variety of maintenance providers but in particular with all Essential Services Maintenance contractors. FME Consulting co-ordinate and monitor all regular testing and maintenance of Essential Services such as fire prevention and safety, air-conditioning and electrical and distribution points. FME Consulting also ensures that all Essential Services conform and comply with the Australian Standards and Aged Care regulations. The company also arrange contractors for maintenance issues which cannot be resolved in-house and provide an after-hours contact service for urgent maintenance issues.



The new Piazza San Francesco

**THE MAJOR HIGHLIGHT
OF 2015/2016 WAS THE
REFURBISHMENT OF THE
ST FRANCIS HIGH CARE AREA.**



FINANCIAL OVERVIEW

Financial performance during the year to 30 June 2016 was another year of transition for the Assisi Centre. The previous year included increased capacity from a 120 bed facility to 150 beds with an annual average occupancy of 96%. As discussed elsewhere, there has been a complete refurbishment of the St Francis High Care area with expenditure of \$1.4M and the associated reduced occupancy for much of the year. The annual average occupancy was maintained at 96%, however following the completion of the refurbishment, has returned to above average and exceeding 98%.

In addition to high occupancy, the growth in revenue from Government funding increased 12.7% to \$8.2M. A strong focus remains on ensuring that staff engagement reflects the increasing age and care needs of new residents entering care. The increased levels of frailty and associated care eligibility has seen the rate of Government funding increase from the FY2015 average of \$137 to \$155 per resident per day for FY2016.

Total revenue \$12.5M (2015: \$14.5M) has been impacted by comparison, given the prior two years have included significant extraordinary donations of \$2.0M and \$3.0 respectively which greatly strengthened the Assisi Centre's financial position. The Assisi Centre recorded an operating "cash" surplus before depreciation of \$0.971m (2015: \$1.105m) and Total Operating Deficiency for the Year ended 30 June 2016 of \$0.259M (2014: Surplus \$2.909M).

The full year impact of the increase in occupancy capacity was also reflected in cost increases associated with staffing and facility expenses together with the costs of caring for residents with increasing and complex care needs. Overall, Operating Expenses increased 9% to \$12.7M including normal employee remuneration indexation and price escalations in accordance with the Enterprise Bargaining Agreement and not matched by escalations in funding rates. Containment of costs is a major focus of all Business Units whilst ensuring there is no compromise on care services or the enjoyment of Residents with respect to catering, activities and pastoral care.

During the year the Assisi Centre continued to achieve an increase in bonds held reflecting the change in Resident complement and 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 strengthening the cycle of bond turnover offset and supporting growth in interest income from term deposits in accordance with the Assisi Centre Investment Management Strategy and the Liquidity Management Strategy.

STATEMENT OF PROFIT OR LOSS

FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
REVENUE	12,483,420	14,536,582
EXPENSES		
Employee Benefits and Management Fees	8,431,925	7,568,708
Depreciation and Amortisation	1,324,181	1,407,303
Catering Provisions and Expenses	560,317	521,658
Facility Cleaning and Maintenance	606,406	444,434
Resident Care and Support Programs Expenses	620,069	482,712
Other Costs of Accommodation	423,742	382,892
Communication and Administration Expenses	727,914	702,041
Other Expenses	47,757	135,390
TOTAL OPERATING EXPENSES	12,742,311	11,645,138
OPERATING SURPLUS BEFORE FAIR VALUE MOVEMENTS ON INTEREST RATE SWAP	(258,891)	2,891,444
Fair value movement of interest rate swap		18,204
NET OPERATING SURPLUS		2,909,648
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(258,891)	2,909,648

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2016

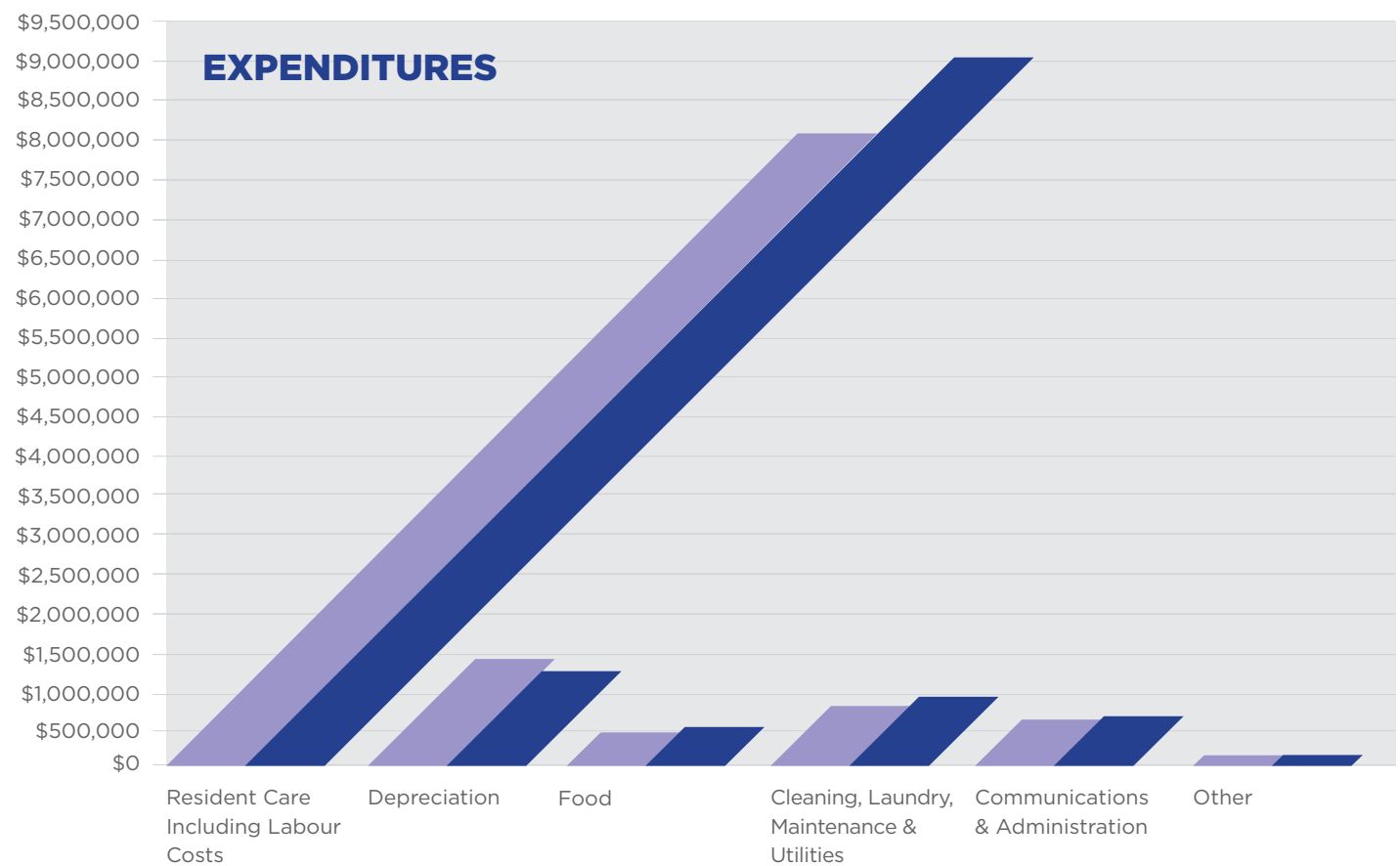
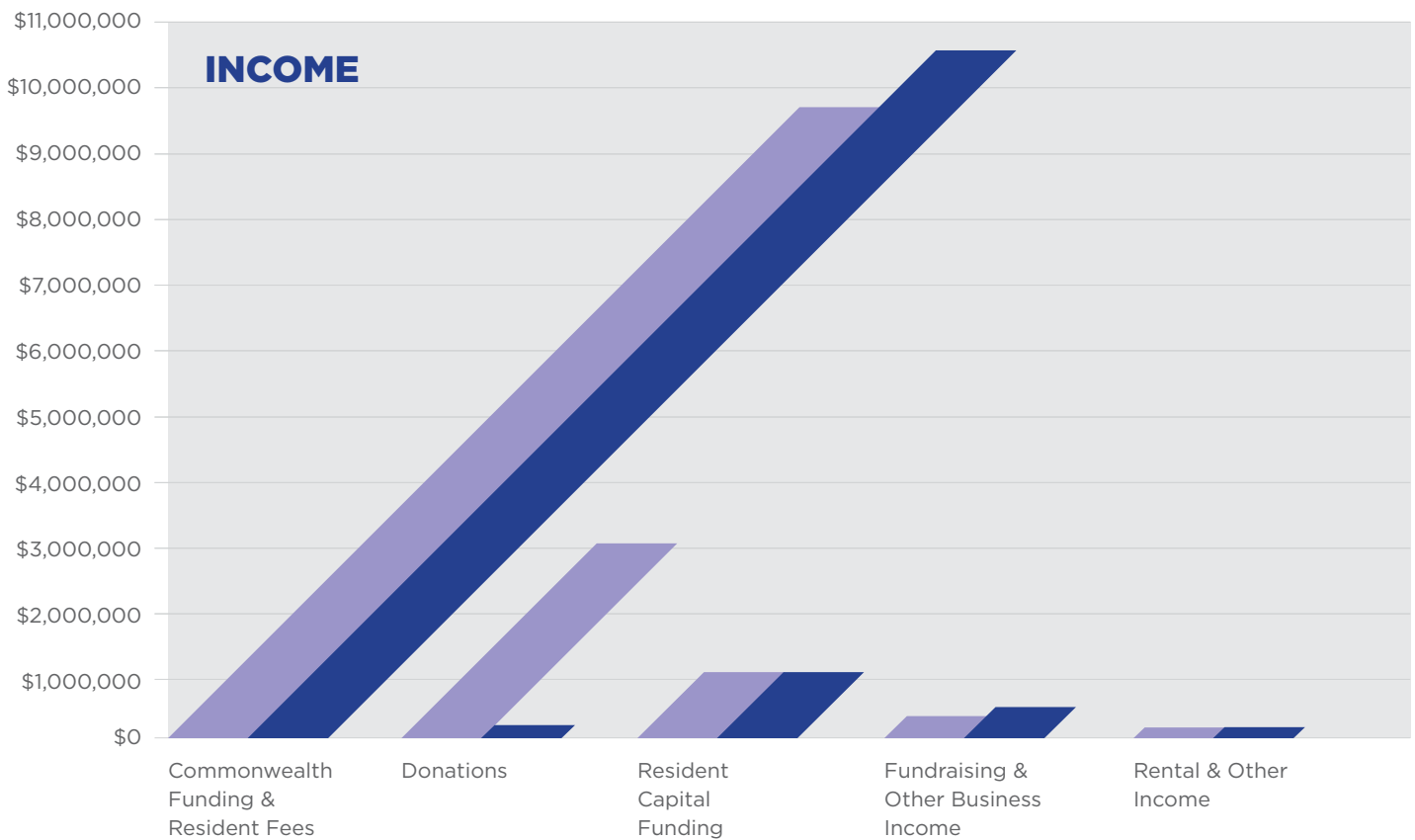
	2016	2015
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	19,978,975	14,664,484
Trade and Other Receivables	6,366,603	6,196,831
Cash and Cash Equivalents	209,165	150,122
Total Assets	26,554,743	21,011,437
NON-CURRENT ASSETS		
Property, Plant and Equipment	42,716,152	42,642,574
Intangible Assets	4,800,000	4,800,000
Total Non-Current Assets	47,516,152	47,442,574
TOTAL ASSETS	74,070,895	68,454,011
LIABILITIES		
Current Liabilities		
Trade and Other Payables	562,290	718,657
Employee Benefits	1,286,276	1,178,861
Short Term Financial Liabilities	38,663,186	32,678,446
Fair Value of Interest Rate Swap	-	-
Total Current Liabilities	40,511,752	34,575,964
Non-Current Liabilities		
Employee Benefits	142,667	167,114
Long Term Financial Liabilities		35,566
Total Non Current Liabilities	142,667	202,680
TOTAL LIABILITIES	40,654,419	34,778,644
NET ASSETS	33,416,476	33,675,367
EQUITY		
Retained Earnings	8,797,217	9,056,108
Asset Revaluation Reserve	24,619,259	24,619,259
TOTAL EQUITY	33,416,476	33,675,367

TOTAL ASSETS OF OVER
\$74 million

INCOME & EXPENDITURES

2014/15 & 2015/16

2014/2015 2015/2016



OUR APPRECIATION

2015 ASSISI CENTRE 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 function attended by 200 guests who had a wonderful day and helped raise close to \$8,000 for the Assisi Centre.

As always, the Assisi Centre Ladies Committee played a big part on the day ensuring that everything ran smoothly.

Guests enjoyed a three course meal with the first course donated and prepared by some very generous Assisi Centre corporate supporters.

We extend our appreciation and gratitude to all our sponsors who supported this function and many other Assisi Centre functions and events.

2015 GOLF DAY

The 2015 Annual Toccolan Golf Day was held on Monday 4 April at the picturesque Kew Golf Club. It was an enjoyable day's golf followed by a presentation dinner hosted by Australian cricket legend and sports commentator, Rodney Hogg.

All proceeds from the day were donated to the Assisi Centre which has now been the beneficiary of this annual golf day since 2012. With the participation of 96 players, the very generous amount of \$5000 was raised on the day.

The Assisi Centre is very appreciative of the support it receives from the Toccolan Club as well as the generous sponsors on the day.

The Toccolan Club has been a strong and loyal supporter of the Assisi Centre in many ways over many years. 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.

DONATIONS & BEQUESTS

DONATIONS OF \$500 (PLUS):

\$500	Vincenza Caifano
\$1,500	Sardinian Cultural Association
\$2,000	Comitato di Santa Maria del Popolo di Carpineto Romano (proceeds from their annual Festa on the Assisi grounds)
\$2,500	Mario & Antonia Pozzebon
\$2,500	Dominic & Vincent Amato

DONATIONS OF \$5,000 (PLUS):

\$5,000	Toccolan Club (Golf Day)
\$17,911	Estate of Guido Polano (made every year by the State Trustees Australia Foundation)

GRANTS

\$50,000	The Lorenzo & Pamela Galli Charitable Trust (implementation of the Montessori Care Model)
\$83,345	The Lorenzo & Pamela Galli Charitable Trust - ELSI Smart floor system

OVER
\$165,000

RECEIVED IN DONATIONS & BEQUESTS



The Golf day winners - Evolve IT.

SERVICE CONTACT DETAILS

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An Italian-Australian Community Project

