

ANNUAL REPORT

2014



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ASSISI CENTRE

WHERE GOOD CARE AND ITALY MEET

Dove si incontrano la buona assistenza e l'Italia

ASSISI
CENTRE

Main Entrance

Reception →

Drop off area →

HISTORY

THE STORY OF THE ASSISI CENTRE, SO FAR

THE BEGINNINGS

In the early 1990's, a group of influential and committed members of Melbourne's Italian community including the former Governor of Victoria Sir James Gobbo, realised that it was necessary to bring together the Italian community and the Commonwealth Government to provide high quality aged care services to cope with growing numbers of Italian frail aged people in Melbourne.

Assisi Centre Incorporated is a not-for-profit community organisation, managed by a board of business and community representatives of the Italian community. In 1992, it received approval and support to build a 90-bed hostel and then later a 30-bed nursing home for people of an Italian migrant background.

Assisi Centre was very fortunate to be able to purchase the beautiful 1920's heritage buildings and setting of the Sisters of Mercy's former novitiate convent in Rosanna.

REBUILDING AND EXPANSION

More than \$21 million has been spent on a major rebuilding and upgrade program. The rebuild has been designed to cater for a wider range of care needs in a very homelike environment to serve current and the coming generation well into the future.

This project also increased capacity from 120 to 150 beds to help cater for the rapid increase in the number of frail aged persons from an Italian background.

The \$21 million rebuild included thirty new rooms, all new furniture, separate ensuites, new recreation, entertainment, and family spaces. Even a new auditorium for residents and families was included to complement the beautiful traditional chapel in the old convent building, one of the best of its type in Melbourne.

Assisi Centre prides itself on its Italian heritage, which of course includes its Catholicism, just as it embraces the role it plays in ensuring that our Italian-migrant generation is looked after as best possible at an important stage of life for them and their families.

CARE AND SERVICES

Since 2003, Assisi Centre has always been fully accredited and compliant with all Commonwealth and State standards. It was reassessed again in late 2013.

Assisi Centre's reputation for its home-style freshly cooked Italian food is well deserved. Body and soul are both important at Assisi Centre. There has always been a 7-day a week pastoral and activity program. It has always been backed up by a great team of volunteers who support us in many ways. They are a very important component of any organisation such as Assisi Centre; just as are the 150 staff. All contribute to creating Assisi Centre's family atmosphere.



La storia dell'Assisi, finora

Everyone understands that residential aged care is not what most people prefer compared to living in the family home all their life.

However, we do find that people sometimes make the decision to move to Assisi Centre later than would be ideal and so miss out on the security and companionship that Assisi Centre can bring.

Assisi Centre's objective is to make sure that every resident and family can say, we made the right decision in going to Assisi Centre; it was the best thing to do at that time.

The forthcoming developments for Assisi Centre as an Italian focussed retirement centre will continue to demonstrate its importance to Melbourne's Italian families and the community.



PRESIDENT'S REPORT

DON SMARRELLI OAM - NOVEMBER 2014

At the end of 2014, now is an appropriate time to review and reflect on the achievements of the past year and to acknowledge and thank everyone involved with the Assisi Community for their contribution, support, and hard work.

In terms of the history of Assisi, 2014 will primarily be remembered for the completion of Phase 1 of the capital works that have been in progress over the past few years. Twenty years after its establishment, the Assisi Centre is renewed and revitalised and we are now better placed to confront the never-ending changes to the Aged Care Sector.

On 10 August this year we celebrated the official opening of the new building and refurbished wings of the original building. The ceremony was a resounding success, attracting close to three hundred guests. Amongst the invited dignitaries was our long standing and very special patron, Sir James Gobbo, who was called upon to officially declare the opening of the new Assisi Centre.

Needless to say, such an occasion did not just happen without planning and hard work. On behalf of the Board and Management I would like to acknowledge the efforts of the organising sub-committee and to the sponsors who donated generously.

Our budget for Phase 1 of the Assisi re-development was \$21.3m. We completed the project on budget, a truly remarkable outcome when it is considered that many unforeseen latent conditions were encountered during construction and some design changes were required after tender because the original design and specifications were 4 to 5 years old and so a little out-of-date. The Board would like to acknowledge the Project Manager, the consultants and the builder, Buxton Constructions, for enabling Assisi to finish the project on time and on budget.

The 2013/14 Financial Report includes the revaluation of the Assisi property, the revaluation having previously been deferred pending the completion of the Phase 1 redevelopment. The new

value of the Assisi land and buildings as stated in the Financial Report is now \$40.5m, a significant increase on past valuations.

Our CEO, Peter Staples, and Director of Care, Eileen Kielty, did an amazing job throughout the three stages of the Phase 1 re-development. Their planning, commitment and hard work made the transition from the old Assisi to the new Assisi smooth and trouble-free for staff and residents. On behalf of the Board I extend my appreciation and gratitude to Peter, Eileen and all the staff of the Aged Care Centre.

Our CEO, Peter Staples, is retiring at the end of 2014. Peter made the decision to retire earlier in the year but generously stayed on until the completion of the extension and renovation of the Aged Care Centre and until operations of the centre had returned to normality.

Peter has made an enormous contribution to the Assisi Centre since his arrival in 2002. When he and his late partner, Ruth, took over the management of the Assisi Aged Care Centre in late 2002 Assisi was in crisis. There were serious problems with accreditation and finances. In the 12 years under Peter's management and guidance, Assisi has passed accreditation every three years with flying colours and Assisi is now on a very sound financial footing. Furthermore Peter's contribution over the last three to four years in guiding Assisi through the design and construction of the re-development has been outstanding.

On behalf of the Board, Management and staff, residents and their families, we extend to Peter our sincere appreciation for his time and commitment to Assisi. His friendship and guidance over the years has touched many. His memory and legacy will live on for many years.

The Board commenced a search for a new CEO towards the end of 2014 and anticipate a new CEO will be in place prior the commencement of 2015.

I would also like to acknowledge our Director of Care, Eileen Kiely, for her commitment and tireless work in ensuring that our residents receive the highest level of care with respect and dignity.

Sadly Eileen has also indicated that she will be moving on to a new appointment in the New Year. Eileen joined Assisi very shortly after Peter and I know Peter would acknowledge that it has been his partnership with Eileen that has enabled Assisi to be in the position it is today. Clearly Peter showed wonderful foresight in hiring Eileen as the Assisi Director of Care all those years ago.

On behalf of the Board, Peter Staples and all staff I offer Eileen my very best wishes in appreciation of her contribution and commitment to Assisi over many years. As with Peter, Assisi will miss Eileen's leadership, expertise and drive.

The Assisi social calendar is always a busy one. Each year our Women's Committee organise a range of events for the purpose of raising valuable funds for Assisi. Events like the Annual Dinner Dance, the Assisi Race-day, the garage sale, film and theatre nights and many other entertaining events. On behalf the Board I would like to acknowledge Lilian Antonelli and all the women on the Women's Committee for their selfless contribution in raising money for Assisi and in fostering an Assisi culture, where the family and friends of residents, staff and the Board members can come together to celebrate, network and have some good old fashioned fun.

The Board and Management also wish to acknowledge and thank all our volunteers for their support, commitment and generosity in making the lives of our residents more comfortable and enjoyable. The contribution of our volunteers should never be undervalued nor taken for granted.



Assisi is fortunate to be the recipient of a constant and regular flow of charitable donations from many individuals and organisations. One such donor that I would like to acknowledge again this year is Pamela Galli and the Galli Foundation. Pam has supported Assisi for many years. Her genuine interest in and affection for Assisi is well known and respected. Pam has contributed to the funding of many of our projects including the Migrant Story project which we hope to conclude during 2015.

During 2014 Assisi received a truly staggering donation of \$5m from Armando Poli and the Armando Poli Charitable Trust, in memory of his late parents Antonio and Maria Poli. The donation enabled Assisi to more quickly repay the bank debt incurred by the redevelopment project. That \$6.1m debt was repaid by the end of September 2014. On behalf of the Board I would like to publicly and officially thank Armando and his family for this amazing act of philanthropy.

Assisi is a not-for-profit organisation. Although Assisi charges for its provision of care this more or less only covers costs so we rely to a certain extent on the generosity of our fund raisers, donors and benefactors to improve our infrastructure. To this end the Assisi Board believes that we must seek further opportunities to increase our fund raising, particularly through bequests and estates. Accordingly the Board will be focusing more on bequest and legacy fund raising opportunities in the coming years.

Two long serving members of the Board retired at the 2014 AGM. I would like to thank Marcello Mattia, our long-time Treasurer, and Dr John Portelli for their contribution to the strategic management and governance of the Assisi Centre over many years.



Rapporto del Presidente

Assisi will face new challenges in 2015. We will have a new CEO and new Director of Care, the two key positions in the operational management of the Aged Care Centre. Naturally both new incumbents will need time to settle into their new roles.

Having completed Phase 1 of the Assisi redevelopment, the Board will need to carefully consider and decide on the next phase of the redevelopment during 2015. There are several options to consider.

We will need to upgrade the 30-bed Nursing Home with a cost effective make-over to bring its feel and look in line with the rest of the Aged Care Centre. Although structural changes will be limited there are a number of things that we can do to improve the living environment for the residents in the Nursing Home. The Board is committed to this upgrade proceeding in 2015.

In 2015 a decision will need to be made about the future of Laveter House, the heritage building on the south western corner of the Assisi grounds. Late in 2014 the Italian Services Institute offered to provide funding for the refurbishment and extension of Laveter House with a view to Assisi sub-letting the building to CoAsIt for a day-care centre.

In 2015 the Board will also need consider whether Assisi remains solely in the residential aged care business or expands its operations into home and community care.

Much of this decision making will be made during and as a consequence of the review of our strategic direction in February 2015. Assisi members should be assured that we are well positioned to meet future challenges and seize upon future opportunities.

The Board's primary objective is to ensure Assisi remains an important and relevant organisation to all stakeholders.

As custodians of this magnificent facility, I hope that our achievements and our progress in 2014 pay tribute to the

visionary members of the first Assisi Board of Management and all those members of the Italian Community who contributed so much time and money to establish the Assisi Centre as a place that we, the Italian Community, can be proud of.

Finally I wish to thank my fellow Board Members for their loyalty and support throughout the year. I am honoured to be associated with such selfless and committed people who give of their time freely and without expectations.

Don Smarrelli OAM

President

Assisi Committee of Management



SOMETHING TO BE PROUD OF

Qualcosa di cui essere orgogliosi





MANAGEMENT AND CORPORATE HIGHLIGHTS OF 2014

- Operational surplus
- Completion of the renovation and refurbishment of the original hostel opened in 1993
- Completed both on time and on budget
- Expansion of the building to create 12 new substantially larger 'premium rooms' with 180 degree views overlooking the Dandenong Ranges
- Increased the resident capacity from 120 to 150 residents with a continuing strong waiting list enabling near 100% occupancy throughout the year
- Launch of new website to accompany the governments 'My Aged Care Website' and social media features developed a marketing plan promoting Assisi Centre and residential care.
- Successful transition to the 1 July 2014 aged care Act reforms
- Reduction in workcover premium to better than industry average
- Negotiation of a new 4-year enterprise bargaining agreement EBA to assist with improved staffing stability and greater management flexibility and efficiencies.
- Design and cost scoping work for upgrading St Francis high care unit to bring it up to a similar standard as the other 120 beds
- Upgrade of IT infrastructure including new key management applications, in care administration and finance.
- Work under way on redevelopment of Laveter House as a new base for the CoAs it Italian Adult day care centre

EXECUTIVE MANAGER'S REPORT

PETER STAPLES - NOVEMBER 2014

THE BUILDING PROGRAM

Clearly, the highlight this year has been the completion and re-opening of the refurbished hostel.

With the grant from the Armando Poli Charitable Trust, it is very fitting that the new 45-bed stage 1 building is to be named in honour of the memory of cav Antonio and Maria Poli Mr. Armando Poli's parents. We are privileged with such generosity and community spirit

We knew at the outset this rebuild project would have its problems. Not being a Greenfields site. Meant having to work around a building site while still caring for our residents. In hindsight that was harder than we were prepared for at times.

It was certainly something they do not have to contend with on 'THE BLOCK'.

First and most of all I want to commend Eileen Kielty, our retiring Director of Care, for her efforts not only over the last few years with the building works but throughout her 10 years at Assisi. She has been both Assisi's backbone and its heart.

However, during the building works there were times when so many staff exceeded expectations.

Our professional team, the builders, Buxton Constructions, our architects Thompson Adsett and project managers Sweett made sure we reached the other end on time under budget. In the end, I believe it is a better building than we had hoped for in many ways and provides solid foundations for Assisi's next phase.

It was a major gain to get the occupancy permit and formal approval to welcome resident number 121 before the changes to the Aged Care Act came into effect on 1 July 2014.

We are now very confident that we are providing a very comfortable home at a very important time of life for our residents.

Therefore, as announced by our President, Don Smarrelli we can now turn our attention to bringing the 30 bed St Francis high care unit up to a similar standard or better. That will not be a big project but the finishing touch to this project.

STAFF

We now have now increased our staff to nearly 150 because of the extra beds.

We are constantly recruiting and training staff. Aged care is a rapidly growing industry. It has to be homegrown, it is not something that can be made in China. In fact, 'export' of Australia's aged care system and expertise to a number of other countries is in itself a growth industry now.

As mentioned at last year's AGM, the demand for skilled aged care workers is growing faster and faster.

The rate of growth of the Home Care sector is now putting more pressure on the current pool of trained residential care workers. Home care is a normally somewhat lighter work with less risk and regulation than in residential care, so it is going to be harder to attract good staff to residential care in future.

This is one of the pragmatic reasons why we want Assisi Centre to be an employer of choice.

In the Enterprise Bargaining Agreement (EBA) renegotiated this year it was important for us to establish that our wages and conditions would be competitive in the labour market, yet remain realistically affordable.

We agreed there would be an increase of 13% in wage rates over the next 4 years. However, we also achieved a number of management efficiency gains and other trade-offs.

Assisi Centre is a very good place to work for many reasons.

I would expect the incoming CEO would have the workforce issue very high on the agenda.

One of the key indicators of a good workplace and a good workplace culture is that there is an emphasis on workplace health and safety.

Therefore, it was gratifying to see our WorkCover premium and injury rates are now considerably below the industry average for the coming year.



IT INFRASTRUCTURE GAINS

The rebuilding project gave us the opportunity to review more of our IT infrastructure this year as well.

Our building has been completely upgraded with better Wi-Fi, as well as the installation of public Wi-Fi for the use of residents and families. We are happy to say that some of our residents have been using an - I Pad. It is going to become more common sooner than we think. Social media such as Skype, Facebook, and so forth open up new opportunities for residents to stay in touch with families and the community in general.

Of course, our public computers in the building all have Skype that is often used by residents and their families to connect to family in Italy and in Australia.

Along with a new VOIP phone system, we also installed a completely new Wi-Fi nurse call system across all 150 beds replacing the old pager and phone systems. There is a new resident wandering system and some CCTV. The communication systems are certainly now better integrated.

Our financial and admin databases have been upgraded, partly as a matter of improvement but also to deal with the post July 2014 changes to the Aged Care Act 1997.

Information technology is a core strength of Assisi Centre and its scope and power will continue to be a major driver of our care quality and productivity.

ASSISI'S FUTURE

Assisi Centre has always had enormous strengths as an organisation including its prime location and setting. Additionally, being Italian focussed there is less competition than is faced by other aged care homes.

Rapporto del Direttore Esecutivo

We are now financially stronger than ever and our new buildings makes Assisi a more attractive and comfortable place in which to live. There is plenty of land for expansion and development of services.

There are also many hidden talents, intangible assets. One of which is our group of volunteers who help in so many different ways.

It is not just the time they give that counts. All our volunteers have contact with the residents and they are showing our residents that they matter very much. You cannot buy that.

Similarly, we have been blessed with some very gracious benefactors who really care about Assisi beyond just financial generosity.

We really are indebted to all our supporters including the Pamela Galli and Lorenzo Galli Charitable Trust and now the Armando Poli Charitable Trust

Beyond the financial benefit, it shows everyone here, our staff, and the community at large, that the purpose and work of Assisi Centre and its work matters to everyone.

On leaving the Assisi Centre I cannot help but look back at the last 12 years and thank all those I have worked with closely for their support and efforts.

I want to thank the Board, staff residents, and families over that time for their trust and support.

Over the last 12 years, I can say it has been never dull, perhaps at times, exasperating, so often rewarding seeing all the good things that happen, but always an honour. I wish the new board and management every success in the years ahead.

Peter Staples
Executive Manager

RESIDENT BREAKDOWN BY REGION

REGION	RESIDENTS	PERCENT %
Abruzzo	32	24.2 %
Basilicata	4	3.0 %
Calabria	15	11.4 %
Campania	1	0.8 %
Friuli/Venezia/Giulia	16	12.1 %
Lazio	2	1.5 %
Lombardia	3	2.3 %
Marche	1	0.8 %
Napoli	1	0.8 %
Piemonte	1	0.8 %
Puglia	2	1.5 %
Sicilia	21	15.9 %
Toscana	4	3.0 %
Veneto	29	22.0 %
SUB TOTAL		132
Australia	1	
Egypt	2	
France	1	
Malta	1	
Not Identified	11	
Respite	2	
TOTAL		150



MAKING THE MOST OF LIFE

Vivere al meglio la propria vita

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2014

	2014	2013
Current Assets		
Cash and cash equivalents	4,760,963	2,941,301
Trade and other receivables	2,309,980	1,160,340
Total Current Assets	7,070,943	4,101,641
Non-Current Assets		
Property, plant and equipment	43,683,658	33,889,779
Intangible assets	4,815,737	4,816,888
Total Non-Current Assets	48,499,396	38,706,667
Total Assets	55,570,339	42,808,308
Current Liabilities		
Trade and other payables	1,370,592	1,055,520
Employee benefits	1,084,283	945,169
Short term financial liabilities	22,088,414	11,525,767
Fair value of interest rate swap	18,204	140,945
Total Current Liabilities	24,561,493	13,667,401
Non-Current Liabilities		
Employee benefits	192,797	154,937
Long term financial liabilities	50,330	4,363,923
Total Non-Current Liabilities	243,127	4,518,860
Total Liabilities	24,804,620	18,186,261
Net Assets	30,765,719	24,622,047
Equity		
Retained earnings	6,146,460	3,666,264
Asset revaluation reserve	24,619,259	20,955,783
Total Equity	30,765,719	24,622,047

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
Revenue	11,399,056	8,961,010
Expenses		
Employee benefits and management fees	6,470,093	6,204,825
Depreciation and amortisation	624,263	504,407
Catering provisions and expenses	405,578	397,092
Facility cleaning and maintenance	284,116	451,940
Resident care and support programs expenses	414,443	404,942
Other costs of accommodation	406,933	351,245
Communication and administration expenses	372,648	390,768
Other expenses from ordinary activities	63,528	33,075
Total Operating Expenses	9,041,601	8,738,294
Operating Surplus	2,357,455	230,208
Fair value movement of interest rate swap	122,741	(26,656)
Net Operating Surplus	2,480,196	196,060
Other comprehensive income for the year	-	-
Revaluation of property	3,663,476	-
Total Comprehensive Income for the Year	6,143,672	196,060
Total comprehensive income attributable to members of the entity	6,143,672	196,060

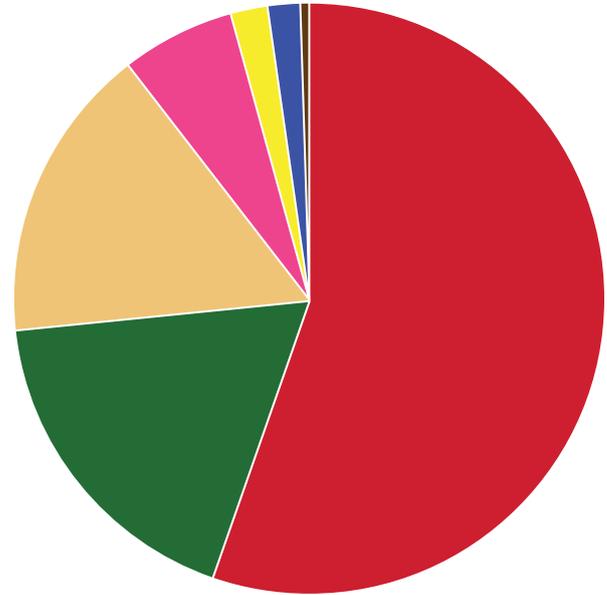


*Complete financial statement is available on request

STATEMENT OF INCOME

2013-2014

	%	\$
Income		
Commonwealth funding	54.8%	6,250,531
Resident fees	17.0%	1,938,712
Donations	17.9%	2,041,599
Resident capital funding	7.2%	825,127
Fundraising and other business income	1.7%	193,684
Rental income	1.0%	116,508
Other income	0.3%	32,895
Total Income		11,399,056



INCOME 2013-2014

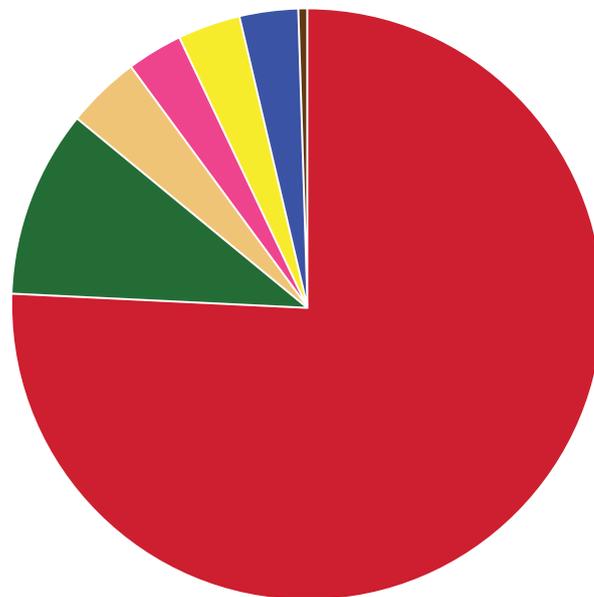
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■ Donations	17.9%	2,041,599
■ Resident capital funding	7.2%	825,127
■ Fundraising and other business income	1.7%	193,684
■ Rental income	1.0%	116,508
■ Other income	0.3%	32,895

11,399,056

STATEMENT OF EXPENDITURE

2013-2014

	%	\$
Expenditure		
Resident care including labour costs	76.1%	6,884,536
Depreciation	6.9%	624,263
Food	4.5%	405,578
Cleaning and maintenance	3.1%	284,116
Communications and administration	4.1%	372,648
Utility and laundry costs	4.5%	406,933
Other	0.7%	63,528
Total Expenditure		9,041,601



EXPENDITURE 2013-2014

■	Resident care including labour costs	75.6%	6,609,766
■	Depreciation	5.8%	504,407
■	Food	4.5%	397,092
■	Cleaning and maintenance	5.2%	451,939
■	Communications and administration	4.5%	390,768
■	Utility and laundry costs	4.0%	351,244
■	Other	0.4%	33,075

9,041,601



The demand for care services for the first generation Italian community will grow until at least 3031. Services such as Assisi Centre, serving the Italian community will need to continue growing.

FACTS AND FIGURES

- Of the current residents at Assisi Centre, there have been 97 new admissions in the 16-month period from July 2013 to October 2014.
- 27 were residents who entered for short-term respite care 10 of those later became long-term residents.
- In total, there were 70 new long-term residents in this period
- Sadly, 16 of our residents passed away during this time
- The average length of stay across the whole number of current residents is 3.3 years
- The average age of current residents is 87 years old
- 29 residents are over 70 years old
- 40 residents are over 80 years old
- 44 residents are over 90 years old
- 4 residents are more than 100 years old

Between now and the next 15 years by (2031), the number of first generation Italians in Victoria who will be in an age bracket likely to be needing culturally appropriate aged care services of one type or another will be approximately:

Age Group	Number of People
85 - 95 years old	3040
95 - 99 years old	1646
100 + years old	387

Source: Quality of life for 1st generation Italians in Victoria study 2013

A SPECIAL REMEMBRANCE

Un ricordo speciale

During the course of life, we sometimes have opportunities to make a difference in our community particularly for those in need.

We all know that our community, especially the Italian community is growing older and facing an increasing need for additional care services. Assisi Centre's whole purpose is to support the Italian community in such a way.

You have been reading about the services delivered by Assisi centre in the past year and the plans for developments of home care services, other building works and the plans for an Italian centred retirement village at Rosanna.

If you would like to help make a difference for the future or to remember a loved one who has passed away, we encourage you to talk to us about the Assisi Centre Bequest Program. You will know your contributions are going straight into into better care and support services for the Italian community.

With inclusion of Assisi Centre in your will, it also helps your family to clearly know your wishes at a time when they have other concerns.

Any bequest no matter how big or small will help make a difference to the daily care and comfort of many at a very important time of life for them and their families.



BOARD MEMBERS



DON SMARRELLI OAM
President



FERDINAND ZITO
Vice President



NADIA GIANELLO
Vice President



VITO CASSISI
Vice President



PAUL LOSTIA
Vice President



SAURO ANTONELLI AM



MARCELLO MATTIA
Treasurer



JOE CHIERA
Secretary



FRANK GUCCIARDO



JOHN PORTELLI



TONY SALCE



DON PASQUARIELLO

EXECUTIVE TEAM



PETER STAPLES
Executive Manager



EILEEN KIELTY
Director of Care



GEMMA LEOMBRUNI
Client Support Officer



FIONA KOOL
Assistant Director of Care



GREG SHAW
Chief Financial Officer

DONATIONS

By donating to Assisi Centre, you will be making a valuable contribution to providing services for an ageing Italian community. Please use the form below to support us and your community.

Il vostro appoggio è molto apprezzato

PLEASE RETURN THE FORM BELOW TO:

Assisi Centre
230 Rosanna Road
Rosanna, Vic 3084



- I would like to make the following donation to Assisi Centre.
- Please send me more information about The Assisi Centre Bequest Program

Name

Address

..... Telephone

Email Address

Amount \$

PAYMENT

Cheque Visa Mastercard

Cardholder Name

Credit Card Number

Expiry Date Cardholder Signature

For income tax purposes, gifts of \$2 or more to Assisi Centre are allowable deductions under the provisions of sub-divisions 30-B of the Income Tax Assessment Act 1997.





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