

Celebrating the past.

Embracing the future.

Annual Report **2016/2017**



An Italian-Australian Community Project

Professional & Compassionate 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 of 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

Through foresight & effort, our founders achieved their aspirations to build a facility to care for the needs of elderly Italians.

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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25 Years of
the Assisi
Centre

Overview of Organisation:

Major Achievements & Strategic Direction



President's Report Don Smarrelli OAM

- November 2017

Welcome to the 2017 Annual Report.

As the year rapidly advances towards a close, I am pleased to report that the year has been a very active and productive one, filled with many exciting and positive outcomes.

Firstly however, in terms of the history and culture of the Assisi Centre, the year 2017 will be remembered for the milestone 25th Anniversary since the acquisition of the Centre. On 18 March we celebrated Foundation Day. The festivities of the day were hosted by Tony Tardio a well-known news reader from 3AW and a presenter on Rete Italia. The day itself was a resounding success having attracted in excess of seven hundred guests and visitors. Amongst the invited dignitaries we had the most Reverend the Archbishop of Melbourne Dennis Hart who opened the day with mass in the chapel. We were also very pleased with the participation of the Right Honourable Jenny Macklin Federal MP member for Jaga Jaga, as well as City of Banyule Mayor, Councillor Tom Melican and Griffin Ward Councillor Peter Castaldo. Other guests included Mr & Mrs Rino Grollo, daughter of the late Armando Poli, Sabrina Leoncelli with husband Paul.

Such events do not happen without planning and hard work. On behalf of the Committee of Management I would like to acknowledge the efforts of the organising sub-committee and the sponsors who donated so generously. The day was not just an anniversary celebration but also recognition of those people who had the foresight to purchase the property back in 1991 to operate a low care facility (hostel) that commenced operating in March 1992.

Apart from our anniversary celebrations, the organisation enjoyed another great year from an operational perspective. Under the stewardship of our CEO Martin Sammut and Director of Care Fiona Kool, I am pleased to report the past 12 months has been an exciting time for the Assisi Centre, whilst attaining a solid outcome.

Martin and Fiona continuously strive to deliver excellent, high quality care and services to the Residents. This year,

they have worked in partnership with Alzheimer's Australia to introduce the Montessori Principles to complement the Assisi Model of Care. Behind the scenes, together with Chief Financial Officer Greg Shaw, they have established Risk Registers that monitor and address risks associated with Governance, Financial and Residential Care.

Regular quality and risk audits take place ensuring that the Centre is kept safe for residents, staff and visitors. Ongoing reviews ensure that the appropriate contractors and service providers are appointed to supply the organisation with its daily requirements.

Pleasingly, these efforts have allowed us to continue to deliver a better quality of life for the residents. As a regular visitor to the centre, I am constantly reminded of how fortunate we are with such a high calibre of carers who tend to our residents. The commitment and empathy towards the residents is unrelenting and unconditional. The Executive, management and staff care about the needs of the residents and deliver their services in a very positive and proactive manner. This level of commitment is both inspiring and extraordinary and continues to promote the Assisi Centre as a leader in aged care services.

On behalf of the Committee of Management I extend my sincere appreciation to Martin and his team for their ongoing diligence and professionalism to everything that is Assisi.

The community spirit of Assisi is alive and thriving through the various groups which include our generous volunteers. People who contribute so much of their time to the residents and the Assisi Centre in general. They do so without any form of financial remuneration, expectations or fanfare. They are truly an amazing group of people who deserve every accolade possible. On behalf of everyone at Assisi I congratulate all of the volunteers and thank you unreservedly for your kind hearted generosity.

We thank our Women's Committee, who continue to be a fundamental part of the Assisi family since inception. Their efforts and dedication to organising annual events and fundraising projects are very much appreciated. On behalf of everyone at Assisi, we thank Lilian Antonelli and the Committee. We are most grateful for your hard work.

It is at times difficult to comprehend how many individuals and organisations who donate to Assisi in some shape or form. Each year I am humbled by their generosity and good intentions. Undoubtedly their contributions maximise the social impact across many levels at Assisi. Too often we

see kind-hearted individuals and organisations have their donations wasted. At Assisi, we handle the impact of donations by researching the areas and ensure that our expenditure is directed in a manner that is as effective as possible and must at all times benefit the residents. Accordingly, I once again extend my gratitude and appreciation to Pamela Galli and the Galli Foundation, Toccolan Club and the organisers and donors to our various functions throughout the year.

One of the most exciting aspects of the year has been the acceleration of the proposed future development of the Centre. Both the Committee of Management and the Strategic Planning Sub-Committee are forging forward with the planning of the independent retirement living units and an increase in our bed licences. Upon completing this further redevelopment, it is our view that the transformation of Assisi into a complete multifaceted community would have been achieved. However, we should be reminded that this will take up a considerable amount of time and money over the next 5 or more years. The Strategic Planning Sub-Committee has already been hard at work for the past 18 months, meeting with consultants and deliberating over the various proposals and concepts that have been put forward for consideration. The time and effort contributed by the members of this sub-committee has been extraordinary. From the preliminary reports that have been provided to date, I have no doubt that everyone associated with Assisi will be impressed with the high standards of work that will be undertaken. I look forward to revealing the various concepts early next year which will hopefully provide some insight into the proposed development and how the Centre may look in the future.

In order to sustain such a project, it is imperative that our financial position is such that it can support the capital expenditure that awaits us. On that note I am pleased to report that this year we have had a solid trading performance. The Finance Audit & Risk Sub-Committee has worked tirelessly to ensure that our budgetary objectives were achieved.

As you may appreciate, after 25 years, Assisi is today regarded as a medium sized organisation. It is therefore incumbent on us to ensure a continuous review and monitoring of our governance models. Good governance is critical for effectiveness and reputation. In acknowledgement of this, the Committee of Management has undertaken a feasibility study on changing over our existing Corporate Structure from ASSISI INC. (an incorporated association) to ASSISI CENTRE LTD. (a company limited by guarantee).

I have recently written to our members that the Assisi Centre Committee of Management will be recommending this change by adopting a resolution at our next Annual

General Meeting (AGM) to be held on 27 November 2017. An explanatory statement was provided outlining the proposed changes and the adoption of a new constitution. Assisi's Committee of Management continues to pursue best practice governance principles that will assist subsequent committees in the future and which in turn will underpin the long term sustainability of the Assisi Centre.

Being part of the Committee of Management ignites passion and the confidence to take on new challenges as we prepare for the future. I have known most of the committee members for many years and have always been impressed with the high standard of their work and commitment. I am confident that collectively, the committee will deliver a great outcome as we advance in our quest to maintain Assisi as the pre-eminent Aged Care Centre in our community.

Sadly this year has seen the end of an era with one of our longest serving Committee Members, Joe Chiera, stepping down following his decision to scale down his activities at Assisi. I believe that it is important and deserving for all the Assisi community to be informed, especially given the enormous contribution Joe has made to Assisi over the past twenty five years. His loyalty and dedication has been exemplary.

On behalf of the Committee of Management, Management Team, residents and their families, I extend to you our sincere appreciation for your time and commitment to Assisi. Your friendship and guidance over the years has impacted on many and the memories will remain beyond your time. I wish you all the very best in your retirement and future endeavours."

As part of our succession planning process, we have recently welcomed new Committee member, Adrian Finanzio SC, a Barrister specialising in Planning Law. Whilst it has been a relatively short period since he joined, Adrian has already demonstrated his value on the Strategic Planning Sub-Committee by identifying and addressing some very important issues that will assist in expediting the overall time frame of the project and has complemented our existing group.

As a committee, we remain committed to providing a better quality of service for the wellbeing of residents. Our vision may be ambitious, but collectively we have considerable positive energy to progress our objectives.

To my fellow committee members I extend my appreciation to you and your families for the time that you have given to Assisi during your time. Your continued loyalty and dedication will ensure that Assisi's future direction is and will remain in very good hands.

Finally I wish to extend to everyone at Assisi, my best wishes for a safe and Happy Christmas and prosperous New Year.

Don Smarrelli
President



CEO Report

Martin Sammut

Celebrating the past and embracing the future has never rung so true for the Assisi Centre. We commenced the year with celebrating the organisation's Foundation Day and 25th Anniversary. We were blessed with a glorious March Autumn day allowing us to showcase our iconic property and all the magnificent buildings and grounds it has to offer.

The Foundation Day enabled us to **increase the awareness** of the Assisi Centre (our Vision, Mission, Values, Services and Cultural Heritage) among the wider community, **acknowledge** the people who made a significant contribution to the Assisi Centre both past and present, **engage** residents, families, staff, volunteers and the local community through a range of activities, food stalls, music and entertainment while **raising funds** for the benefit of residents.

The organisation was privileged to have His Grace, Archbishop Denis Hart open proceedings with a wonderful Mass held at the Assisi Chapel and concelebrated by a number of local Parish Priests who give so generous of their time throughout the year. The Men's Choir were in full voice as they sang hymns throughout the service. It was literally, standing room only as residents, families, friends and invited guests prayed and reflected on their association with this grand establishment.

We were also elated to have the Hon Jenny Macklin MP, City of Banyule Mayor, Councilor Tom Melican and Griffan Ward Councilor Peter Castaldo in attendance. Well known radio personality Tony Tardio acted as Master of Ceremony for the day and introduced various acts and personalities while mingling amongst the crowd. The performers entertained the large and enthusiastic gathering who enjoyed the various cultural food and music throughout the day including the display by the Sardinian Cultural Association in their traditional national costume.

Through the foresight and efforts, our initial founders achieved their aspiration to build an aged care facility to care for the needs of the Italian elderly. The current Board and Executive are very aware of our stewardship and responsibilities in keeping that vision alive now and well into the future. We have seen the Assisi Centre grow from its original 90 beds to its present 150 beds. Government Policy and the community's preference to remain living at home for as long as possible is impacting on residential aged care experience. The days when residents live in such facilities for up to 20 plus years is vanishing. These days, residents are entering much older and with far more complex health needs. Consequently, the length of stay is rapidly decreasing and further demonstrating the increasing levels of frailty, prevalence of dementia and higher care needs. Regardless of these challenges, the Assisi Centre will always deliver high

quality care and services to the residents. The introduction of the Montessori principles as part of our model of care will ensure that we remain at the forefront of best practice.

With the aged care landscape rapidly changing, the organisation is positioning itself to embrace the future. The Assisi Centre's appetite to grow and develop has been well documented. The Master Plan to extend the aged care facility and establish a retirement living community is well progressed. Appointed architects, Baldasso Cortese have been formally engaged to undertake the Schematic Design phase of the project which will culminate with an application for Town Planning Permit. This stage is expected to be completed by March 2018.

The Assisi Centre will continue to strive to be a destination to live and work. A range of accommodation options will be offered as our model of co-located facilities becomes established. Future residents will be able to access and enjoy the independence of retirement living and enjoy a host of services being delivered to their brand new and modern apartments. The benefit of having the continuity of care facilities located on the same site enables individuals to transition through the suite of care services while affording couples to remain close to each other as their partner becomes in need of residential aged care.

While the expansion of the aged care facility will focus on high and dementia care, the aspiration is to include provisions for a health and medical centre that will service the immediate and local community. Adult Day Community Respite will be available as will a host of café and dining and facilities. Underground secured car parking is planned, as is 'step-less' entry from basement to your apartment. With this exciting future in mind, the Assisi Centre community is anticipated to more than double from 150 to 314 residents while staff numbers are estimated to rise from 175 to approximately 250.

The Assisi Centre has had so much to be thankful for and has so much to look forward to. We thank the Residents (past and present) who we cared for and care for daily – they are always front of mind. We also thank the families for their continued support while coping with the stress that comes with aged care. We herald the efforts and dedication of all the Assisi Centre staff who are extraordinary in their delivery of care for residents.

We are fortunate to have an extremely professional Executive Team who are well supported by the Nurse Managers and their teams to provide excellent, high quality care and service to the residents. A lot of what we do would not be possible without the assistance of our many volunteers, the help offered by the Claretian Sisters and participation of local Parish Priests and schools. We continually benefit from the outstanding support received from the Women's Committee. This year, the Committee enabled us to purchase and establish the following items; tub chairs for high care residents, sail shades for St. Claire's courtyard, a retractable awning for St. Claire's balcony, pergola for Padre Pio courtyard and technical equipment to enable live streaming of Mass to resident rooms.

The organisation is extremely appreciative of the support and generosity received from our many contractors and suppliers throughout the past financial period, including; the Toccolan Club, Piedimonte's Supermarket, Mirabella, DMP, Crema Constructions, Ikon Services Australia, Zagame, More Than Tax, Schiavello and the Art Cabriolet.

Finally, we thank the Committee of Management for their Governance and for selflessly volunteering their time and giving of their skills and expertise throughout the year.

Martin Sammut

CEO




Martin Sammut, Ammar Yasir & Fiona Kool

"The Assisi Centre will continue to strive to be a destination to live & work."



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.



Don Pasquariello

Don was appointed to the Committee of Management in 2013 and is the Chairman of the Finance Audit & Risk Committee. Don is a Senior Partner of Deloitte, one of the world's largest professional services and advisory firms and is currently the Asia Pacific Leader – Capture Defend & Convert 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, Don holds a Bachelor of Commerce from the University of Melbourne; is the Financial Advisor to Board of

Mercy Education Limited and a member of its Finance & Audit Committee and also a member of Xavier College's Finance Audit & Risk Committee.



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 work 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.



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 25 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 2014 and also sits on the Finance & Audit Committee. Rick is the Chief Executive Officer (CEO) of SMS Management and Technology Limited (SMS), an ASX listed IT Services company.

Prior to his appointment to the CEO role, Rick was the Chief Financial Officer of SMS where his management accountability for all corporate functions including the Company's finance, commercial management and investor relations. Prior to this, Rick held various senior executive roles at Blue Ant Wireless, Pacific Brands and KPMG.

Rick holds a Bachelor of Business in Accountancy and is a Fellow of the Institute of Chartered Accountants Australia & New Zealand.



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.

Joe was elected to the Committee of Management in March 2000 and resigned in March 2017.



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 practising 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 2017, Frank has been an advocacy teacher with the Australian Advocacy Institute for Monash University, the Victorian Bar, the Judicial College of Victoria and other legal bodies. He was a Member of the Executive Committee of the Criminal Bar Association in 2000 - 2001. He has a background of involvement in the Italian community and its culture and heritage. Frank is a member of the National Judicial College of Australia and 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 over 30 years' experience working in the areas of access and equity and cultural diversity. For the past 8 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.



Adrian Finanzio SC

Adrian is a barrister who practices extensively in the field of town planning, environment and local government.

He is also an experienced director, having served as Vice President of the Victorian Planning and Environmental Law Association (a multi-disciplinary industry body) and on that board for 12 years. He currently serves as a member of the board of Barristers' Chambers Limited (the company that owns and operates chambers for the Victorian Bar) and the Legal Profession Liability Committee (the principal insurer of the legal profession in Victoria).

Executive Management



Martin Sammut

Chief Executive Officer – Martin Sammut joined the Assisi Centre in 2015 and has over 28 years experience in Management in Aged Care, Community Care and Retirement Living.

Martin holds a Graduate Diploma in Business Management, a Bachelor of Arts Degree in Social Sciences and a Graduate Certificate in Leadership & Catholic Culture.

Martin's operational expertise covers People & Development, Human Resources, Marketing, Quality & Risk, Learning & Development, Home Care and Retirement Living services.

Martin has strong links with many culturally and linguistically diverse organisations in the health and aged care sector and has served on several peak body committees and working groups. Martin is currently as councillor on 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.

It is important to us that the Assisi Centre reflects a safe & comfortable environment consistent with the needs of the residents.

25 Years of the Assisi Centre

Highlights & Achievements

Residential Care Director of Care

An overview of business area and key responsibilities

Over the last year we have achieved many goals. The biggest accomplishment was on 5th October when we achieved 44/44 outcomes and 3 years Accreditation. Staff continuously works very hard in providing the highest quality of care, trying their best in upholding the Italian cultural and heritage traditions of daily life and receiving this certificate is acknowledgement of a proud achievement.

Model of Care

We have successfully implemented the 12 Montessori principles in St Claire Memory Support unit. The Leadership Team and the staff of St Claire have made a difference to the lives of the residents by positively engaging them in activities and roles that also support the staff in the understanding of each resident's life story. The outcomes of decreased falls and incidents of behaviours leading to a decrease in medication has been most remarkable.

Earlier this year we also completed a 4 week trial for the Assisi Application which has been designed to enhance our present documentation and information systems. Its main component is for families to connect better within the Assisi community and be updated in real time. We are excited to announce that we will be conducting a 3 month Pilot in the St Anthony's unit later this year which will assist us to better understand the efficiencies of the Application for staff.

In November 2016 we conducted a Root Cause Analysis of falls over a 2 month period. It explored what is happening, how the event occurred and investigated factors which may be contributing to the occurrence. Understanding why an event has occurred has guided us in reforms of our falls policy with regard to early detection, proactive management and targeted education for staff.



Ameda Tut and Emma Salce

It is important to us that the Assisi Centre reflects a safe and comfortable environment consistent with the needs of the residents. It is hard to imagine but it is already over 4 years since the main redevelopment of St Claire and St Catherine. With this in mind you will have noticed some areas were in need of repair or upgrade. We have been focussing our efforts in St Claire with the installation of shade sails and awnings generously funded by the proceeds of the Super Raffle and the Women's Committee fundraising efforts. Over the coming months we will be working toward replacing the carpet in the corridors, upholstering furniture, re-paint common areas and beautify the smaller alcoves for residents to sit with their families.

In late June we conducted a review of our Catering Services by HDS (Hospitality Dietary Solutions). It included the implementation of a new documentation system, review of staff duties in the main kitchen, review of the ordering and supply system, the menu offer and choice for residents. It has resulted in an overall improvement in the whole dining experience for the residents.

At the end of February 2017, the Dairy and Fracture Study, through Melbourne University came to an end after 2 years. The official report will be provided to us early 2018. An interim report has been provided that currently guides us to maintain recommended levels of dairy per day for residents.

We feel it is fundamental to have strong partnerships and we have been fortunate to continue to have the students from RMIT for the provision of Chiropractic Services which primarily provides residents, families and staff with gentle massage therapy which is complementary to the Physiotherapy Program.

Above and Beyond Awards were held on 17th November 2016 and we congratulate the achievements of our 5 winners; Jennifer Sport for Teamwork and Collaboration, Mairead Greaney for Faith, Mission and Values, Antonella Bennet for Innovation & Continuous Improvement, Jamuna Jacob for Leadership and Clarette Collantes for Excellence in Care and Service. We are very proud of their contribution to the organisation.

All **44** Outcomes achieved & Accreditation for the next 3 years.



Chiropractic student, Julian with Mrs Mete

Our Lifestyle Team completed training by Il Globo's Riccardo Schirru, in the techniques of interviewing residents for the expansion of our Migrant Story Galleria. Staff has commenced filming and collating interviews of up to 10 residents. We look forward to sharing these stories with the Assisi community.



Staff at Assisi Race day 2016

Priorities for next year

- A new rehabilitation lounge, focussing on the importance of building resident muscle strength and balance in the prevention of falls. We intend to set this area up in the St Anthony's lounge with 6 specific pieces of equipment.
- The Assisi Application to be rolled out facility-wide and used by all residents and their families.
- Live streaming of the Mass to enable those residents not able to attend, meet their spiritual needs.
- Further streamline the use of HR forms by all staff
- Roll out of MANAD Version 5 documentation system which involves the training and competency of all staff.
- Continue the partnership with RMIT, school of health sciences with the weekly visits of the Chiropractic students
- The Montessori Approach to care to be implemented in the St Francis unit
- Continue in the partnership of the Institute of Health and Nursing in providing their EN and RN students with placements.
- Migrate the HDS (Hospitality Dietary Solutions) to an electronic system, providing immediate access and screening of the resident's dietary needs and preferences. Reviewing the Admission Process to provide a more informative and stress-free experience for the resident and their family
- Improve the organisation's marketing and brand with a review of the logo and introduction of staff uniforms.
- Continue to update and renew the living environment of all units; additional furniture for alcove areas, card/gaming

tables and chairs, an aquarium in St Francis and more raised gardens and shading for balconies and courtyard in St Anthony's.

- Enhancement of electronic menu display
- To publish the Assisi Centre Cookbook, presenting a collection of the resident's favourite recipes



Mrs Mariani, Usha & Mrs Cardamone

**We are continuing
to update & renew the
living environment of
all units.**

25 Years of
the Assisi
Centre

St. Anthony.

Clarette Collantes



St. Anthony will be the pioneer in trialling the new Assisi App.

St. Anthony is comprised of 30 rooms, from Room 33 – 62. They include 6 premium rooms which can comfortably accommodate couples. The room is big enough to have 2 single beds or 1 queen/king size bed, with scenic views of the Dandenong Ranges. Located within St. Anthony are 2 mini lounges set up for residents, families and visitors to enjoy a coffee. We have a vending machine and a bar fridge, a library which has a range of interesting Italian books & magazines, a computer with internet access for residents & computer classes. We have a garden area & an outdoor barbecue area with a new stone and wrought iron table setting. St. Anthony also has its own dining room where hearty meals are served. Opposite the dining room is a spacious area known as the Music room, complete with entertainment equipment, sound system & widescreen TV. This area is also used by residents of other units, for other activities such as, exercises, cooking & ball games. A number of residents have been here for a long time with one resident having been here for 10 years. The oldest resident is 98 and the youngest is 80.

St. Anthony's Highlights and Achievements for the past year include:

- Dramatic improvement in clinical aspects of residents as evidenced by decline in infections, decline in number of wounds, and weight stability.
- A dramatic decline in number of falls and adverse events in general.
- Improvement in residents' general well-being as displayed fewer behaviours and more participation in different activities, including the bus outings which they seem to enjoy the most.

St. Anthony's key priorities for next year includes:

- Maintaining the high standard of care
- Continuing the improvement in clinical care and general well-being of residents
- The introduction of an Assisi Mobile Application of which St. Anthony will be the pioneer unit in trialling the app. This app intends to provide more information about the Assisi Centre and the residents in a more speedy and technologically-friendly way. The staff, residents and families are positively looking forward to this.
- Purchase of 4 card/ games tables for distribution around the unit, so the residents will be more encouraged to play games such as cards, scrabble, chess, etc.
- Purchase of more furniture for the common areas in St. Anthony for the comfort of residents, families and visitors when spending time together.
- Assisi Centre is planning to set up a rehab lounge with specific equipment that will help in muscle strength, balance and will look like a mini gym for the residents.



Iive Romanin & her daughter Rosemary Vecchies

St Catherine.



Shani Manuel

The focus is to provide high quality care and to give preference to individual choices.

St Catherine is a complex health care unit with ageing in place. Residents are very loving and caring and all staff enjoy working in this unit. The main focus is to provide high quality care without changing resident's homely routine and always give preference to individual choices. Staff are keen to do anything to meet resident's preferences to the maximum level possible.

St Catherine has consistency in staffing who are dedicated and often go above and beyond to meet the resident's needs. Team Leaders provide mentoring to new staff and ensure continuity in provision of high quality care.

High lights and achievements:

- Consistency in staffing and less number of agencies and less staff turnover.
- St Catherine has dedicated and passionate staff and our Team Leaders always make sure to give thorough and detailed orientation to new staff and ensure they thoroughly understand the Assisi Centre RESPECT program, mission, vision and values and also ensure they understand their duties and responsibilities.
- Maintaining high quality care focused on resident centred approach.
- Involvement of allied health professionals including physiotherapist, occupational therapist and chiropractor for maintaining mobility and extremity of resident and pain management.
- Good communication and relationship with families and staff. Changes in menu to ensure that residents have regular main meals and enjoy the meal time and ensuring their choices by providing menu in advance.
- Meeting 44 accreditation standards.
- Staff enrolment in certificate 2 in continence management.

Future goals:

- Achieve ongoing staff educational needs.
- Installation of new app for resident documents.
- Reduction in number of falls by involving each staff to proactive thinking process to avoid any risk of falls and early detection of any deterioration in resident health status.
- Maintain family environment for residents and continue with resident centred care.



Nuccia Bascetta & Gina Mazzocato

St Claire.



St Claire Resident, Mr Vladovich with volunteer Elisabeth De Amicis

St Claire provides High Care and Memory Support to residents. Staff in St Claire are very dedicated and hard-working and work together as a team, providing excellent care to residents.

The Montessori Model of Care was introduced and successfully implemented this year. All staff have worked very hard in order to provide the residents with meaningful engagement in different sorts of activities. The focus of care has not been limited to cater for physical needs of the residents, but has also extended to provide individualised care to residents in order to meet their emotional, psychological, social and spiritual needs as well.

Also, there have been many changes to the living environment in St Claire which has included painting, re-upholstering of dining room chairs, replacing old carpet with new carpet in sitting areas, new outdoor furniture and setting up the aquarium, which the residents love, in the day room. There are more projects which are initiated and are in progress, including replacing most of the remaining carpet in St Claire with vinyl flooring, as well as reviewing and considering initiation and implementation of more activities of meaningful engagement for residents.



Monica Agnihotri

The effectiveness of care is clearly reflected by the residents being more engaged.

In addition to quality care provided, staff from other departments have also contributed great efforts. Multi-Disciplinary approach from care staff, Lifestyle and Pastoral Care Teams have been very effective in providing residents with the quality of care that meets the standards of best practice. The effectiveness of care is clearly reflected by residents being more engaged, happy and cheerful.

I would also like to mention that after being Nurse Manager of St Claire for one year that I will be on Maternity Leave for some time and our Registered Nurse, Nezehat Altay will be covering for me until I return. Nez has worked in St Claire for quite some time and has already forged relationships with the residents and families. She is looking forward to taking over the interim role of Nurse Manager during my absence. I am thankful to all residents, families and staff for supporting me in my role which I love and I am sure that Nez will also receive such support and will enjoy her role.

Highlights for the year included:

- Successful Introduction and Implementation of Montessori Model of Care
- Establishment of Cafeteria within St Claire
- Initiation of upgrading of furniture and flooring
- Installation of Aquarium
- Replacement of outdoor furniture
- Introduction of variety of meaningful activities and continuous review of these activities
- Considerable reduction in the number of falls
- Noticeable reduction in use of psychotropic medication to control challenging behaviours of residents.

St Francis.



Jamuna Jacob

The improvements to St Francis helped to advance Assisi Centre's culture & excellence.

I am pleased to report that 2016 has been another year of good solid growth for St Francis. The changes and improvements in St Francis helped to advance Assisi Centre's culture and excellence to fulfil the quality services to all residents. During last year we completed the upgrade and renovations of St Francis to provide a better environment to both our staff and residents.

St Francis is a 30 bed High Care unit, with the commitment of a team of experienced professional staff, we have been able to move forward once again in meeting and achieving continuous improvement in the quality of services delivered to all residents.

Highlights and achievements:

- A brand new nurse's station from where Staff can closely monitor all residents
- Elsi smart floor, helping to reduce the number of falls
- Renovation of St Francis Dining room, transforming its culture of the dining room to completely resident centred
- Change in menu is more enjoyable for residents in St Francis as evidenced by less or no food wastage
- In-service education provided to all staff in St Francis helped to establish a strong rapport between staff, residents and families
- Passing Accreditation last year was a big step and a huge example of our care standards provided to all residents.

Priorities of next year:

- Continue to maintain high standards and excellent care to all residents and support to families
- Continue staff development, more training to new care staff and enhance their knowledge of Resident Centred Care
- Adapt a multi-factorial approach in prevention of falls
- Continue to identify and report hazards/risk in order to reduce workplace injury/illness
- Implementing the Montessori Principles in St Francis to enhance residents' wellbeing.



Vittoria Alessio

Padre Pio.



Gina Mazzocato & Paola Rizzi

In Padre Pio we accommodate a range of Low to High Care residents, our dedicated staff work tirelessly together in providing the best care, supporting residents emotional and physical needs, respecting their culture and beliefs and always open to new and innovative ways to enhance residents' wellbeing.

The stability of regular staff in the past year meant that residents are happier in their home environment while staff are able to provide person centred care, respecting residents and families choices and decisions.

Highlights for the past year include:

- Successful re-accreditation for the next 3 years having met 44/44 outcomes with high praise from the assessors
- Foundation Day, celebrating Assisi's 25th Anniversary where residents, families and sponsors contributed to a very successful and enjoyable day
- Supporting placement for overseas nursing students



Alida Bonetto

Our dedicated staff work tirelessly together in providing the best care.

- Continuing collaboration with Austin Hospital "Residential Outreach Service", where residents are treated at the Assisi Centre whenever possible without the trauma of going to the Emergency Department
- Restructuring of catering has been very positive. Residents have a choice of what they like to eat, meals are more balanced and residents can provide feedback on a daily basis

Priorities for next year:

- Continue to provide the best possible care for residents. Support and encourage their participation in activities, outings, exercise programmes, ensuring they enjoy a happy, active and meaningful life.
- Continuous improvement and training for all staff
- Continue the reduction in falls and infections
- Purchase of new furniture for the common areas for residents' comfort and pleasure



Maria Lando & Lina Piu

Human Resources

Working in Aged Care provides a rewarding career and caring for ageing residents requires a strong desire and passion to assist to make positive changes to their lives.

Staff – Our Greatest Resource

Investing in staff is a component of the recruitment and retention strategies. We do this by encouraging and inspiring them to take on new challenges, as we believe continuous professional development is key to providing staff the skills to work in a challenging vocation. The needs of our residents are at the forefront of our delivery of service.

The Assisi Centre ensures that all our staff receive necessary training, to empower and enable them to give the best possible care to residents. A comprehensive education calendar is offered each year comprising of mandatory and elective topics as well as external education including accredited vocational courses as deemed appropriate to employees' professional development. Staff are given the opportunity at their Annual Performance meeting to request training they feel would be beneficial to enhancing their knowledge in their roles.

Opportunities promoted include Personal Care Assistants training to become Team Leaders and specialised training for Registered Nurses, resulting in enhancing the culture of success by ensuring we retain talented employees - this can be achieved by providing clear career pathways, in return generating enthusiasm and excitement within the organisation.

Staff Survey

Staff requested more information regarding career pathways and as a result of this, a Careers Noticeboard has been established in the main staffroom displaying current career information.

Staff Orientation and Induction

An effective orientation promotes morale and provides a sound start for new employees so we recently introduced a more comprehensive Orientation and Induction program for new staff. The objective is to enable individuals to understand our **RESPECT** programme, to value the importance of their role and appreciate the need to maintain privacy and confidentiality whilst being made to feel welcome to the organisation.

Years of Service

Assisi Centre Aged Care acknowledge their staff in recognition of employee service, loyalty and dedication by holding a Years of Service and Reward and Recognition Ceremony.

5 Years

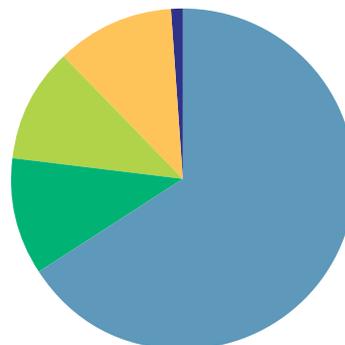
Anna Bedin; Elizabeth Farrugia; Irena Pysk; Greg Shaw

10 Years

Ayan Hassan; Fiona Kool; Luisa Lostia; Sainab Mahamud; Vishnukanthi Selvarajah

15 Years

Nella Ishkan; Adele Licata; Jennifer Sport; Milena Trajcevska



Years of Service

0-5 years	66%
5-10 years	11%
10-15 years	11%
15-20 years	11%
20-25 years	1%

Reward & Recognition

These Training and Education awards are presented annually to staff who demonstrate our Values and provides the opportunity to publicly acknowledge staff who are nominated by Senior Managers for work above and beyond normal work activity. The award categories and the winners for 2016 were:-

Innovation & Continuous Improvement

Antonella Bennet, (Laundry Team Leader)

Teamwork & Collaboration

Jennifer Sport (Administration)

Mission, Faith & Values

Mairead Greaney (Administration)

Leadership

Jamuna Jacob (Nurse Manager)

Excellence – Care & Service

Clarette Collantes (Nurse Manager)



Staff awards recipients with Don Smarrelli

Student Placements

This year we have had a number of International Registrations for Overseas Registered Nurses (IRON), International Enrolled Nursing Students and Students studying Cert III in Individual Support (Ageing, Disability). The students are given the opportunity to extend their industry knowledge therefore providing a strong focus on practical skills and at the same time as benefitting our own staff and residents.



Mary Luciani with Debbie Gill, HR Coordinator

Workforce Structure

In accordance with the requirements of the Workplace Gender Equality Act 2012 (WGEA) on 2 June 2017, Assisi Centre Aged Care lodged its annual public report with the Workplace Gender Equality Agency.

Workplace Gender Stats	Male	Female
Board	9	3
Management	2	1
Professional Staff	4	22
Care & Other Staff	21	126

HR - Staff Reflection

Sometimes, work placements can lead to real job outcomes

Mary Luciani was a student studying Cert III in Individual Support (Ageing & Disability). Her course requirement was that she secure a 120 hour work placement in an aged care facility where she could apply her learning in the workplace.

As Mary was Italian she was eager to find a facility where the majority of the residents spoke Italian. On searching the internet she discovered Assisi Centre Aged Care. Mary shared this with her educator who in turn made contact with Assisi and the arrangements were made.

Mary spent five weeks at the Assisi Centre, 3 days in each of our 5 areas and found the staff supportive and helpful and she felt comfortable and welcomed.

Mary's strong desire is to care for Assisi residents as she would her own Grandparents. She is passionate about treating all people with respect and empathy and is enjoying getting to know the residents and their history whilst helping to provide physical and emotional support working in a great team.

Mary commenced at Assisi recently as a Personal Care Assistant.

An effective orientation promotes morale & provides a sound start for new employees.



Research/ Quality & Risk

Quality Management

Central to quality improvement during the last twelve months has been the introduction of a new care model and the adaptation of Montessori principles in the care of residents. The outcomes of these newly introduced care strategies are measured regularly and have shown that a reduction in falls, challenging behaviours and the use of psychotropic medications have resulted from the implementation of the twelve principles of Montessori care.

Clinical system reviews have included a root cause analysis of resident falls. This has led to a total review of falls management which includes a falls prevention program involving a comprehensive team of medical, nursing and allied health professionals.

In October 2016, Assisi Centre Aged Care was successful in achieving re-accreditation of all 44 outcomes of the standards. A single aged care quality framework is poised to replace the previous Aged Care Standards model. The emphasis of the new standards will be the consideration of consumer autonomy and choice and we are already building this into our care planning and management protocols.

Two surveys conducted this year included resident and family and staff satisfaction. Personal care scored very high in the resident satisfaction survey and residents were generally satisfied with life in the home. Staff indicated overall satisfaction with the working environment and educational opportunities at Assisi Centre Aged Care.



22 RMIT Chiropractic students with Mrs Burgaretta.

Risk Management

As part of care modelling changes, risk benefit analysis is replacing risk averse analysis in relation to care. The introduction of Montessori principles clearly demonstrates the risk benefits to residents in regard to their health, safety and wellbeing.

Risk benefit considerations will play an important role in further developing the care model through all care units over the next twelve months. This strategy is very much in line with considerations of increasing autonomy and choice exercised by residents.



Delia Ferraro, Italian Instructor

Regular Italian classes are held throughout the year for non-Italian speaking staff.

Learning and Development

The education calendar for the last year has included:

- Specialised nursing topics including catheter care and stomal therapy for RN's
- An emphasis on focussed practical training in care topics for care staff
- Mandatory training including, fire and emergencies, manual handling and infection control
- External accredited studies undertaken by staff
- An Italian course available to staff

During the next year we will be focussing on learning derived from falls prevention education provided by the National Ageing Research Institute in August 2017 and learnings from Continence Promotion and Care Certification facilitated by the Continence Foundation of Australia. This course was undertaken in June 2017 by twelve key care staff and has significantly increased our knowledge base in the management of continence.



Montessori Training

Research

Melbourne University has been approached to develop a research project in the use of the Elsi smart floor in order to examine its benefits in preventing resident falls.

Chiropractic students continue to visit and their work at Assisi Centre Aged Care has now been incorporated into their curriculum.

Lifestyle staff are engaged in filming residents discussing their migrant stories and their lives after moving from Italy to Australia.

Development of the Assisi app is continuing. When completed this will provide information of the care and lifestyle of residents to their family members.

Sheila Cheary

Quality and Risk Manager

25

Years of the Assisi Centre

**We will be focusing
on learning derived from falls
prevention education.**

Community & Communications

Residents by Region:



Milestone Birthdays

Mrs Boletta

101 yrs in October 2017

Mrs Cappellani

100 yrs in November 2017



Onorina Cappellani

Average occupancy 96%

Average age 87

Longest length of stay 24 years

Age of oldest resident 101 years

Age of youngest resident 70 years

Admissions 76

Male residents 27

Female residents 123

The last year has been a particularly busy period in the area of Community & Communications.

The number of enquiries and follow up tours of the Assisi Centre continues to grow.

It's very pleasing to learn, through the capturing of the information during the application process that the majority of enquiries are borne from 'word of mouth'.

The organisation invests a lot of time and effort to ensure that the best possible care and facilities are available to our residents. Building and maintaining the excellent reputation held by the Assisi Centre, is the result of a lot of hard work by all staff members. Clearly, this is reaching members of the Italian community, who continue to show interest either through enquiries on our services, through volunteering or through supporting our fundraising efforts.

Focus of the Community & Communications role include:

- Initial point of contact for enquiries on services provided by the Assisi Centre
- Management of the wait list for both respite & permanent care
- Administration of the organisation's website and social network
- Management of the digital menu displays
- Production and distribution of the 'Notizie', the Assisi Centre magazine published bi-annually
- Production & distribution of the Annual Report
- Maintaining a relationship with 'Il Globo' newspaper
- Managing staff in the area of Reception
- Providing administrative support to CEO, CFO & DOC

Highlights and Achievements

- Foundation Day Planning Committee
- Maintaining occupancy above 96%
- Model of Care Focus Group
 - Assisi Centre Mobile Device Application
- Admission Process Review Committee
- Selecting, Purchasing of furniture & décor
- Organising Committee of various social events including
 - Volunteers' luncheon
 - Staff Christmas Celebration

Gemma Leombruni

Community & Communications Officer

Assisi Mobile Device Application

The Assisi Centre is joining the app revolution with a considerable amount of work being done to develop a mobile device application which is designed to be accessed by family members and to provide valuable updates. It will also allow staff to instantly access information on the go, saving time and enhancing resident care.

An initial trial was conducted with a number of family members representing each of the 5 units. The valuable feedback and ideas gained from the trial, from both families and staff, have been implemented to refine the capabilities of the app. The features of the app are designed to provide an even better service to residents and their families.

Initially, there will be a 3 month pilot in St Anthony Unit prior to it being rolled out to the remaining units. This will provide more opportunities to further enhance the application's features.



Resident Stories

Guerina Boletta

Mrs Boletta was born on 6th October 1916 which makes her Assisi's most senior resident, celebrating her 101st birthday this year.

Guerina was born in Castelucco in the Veneto Region and was one of 5 children.

Her education was limited as was dictated by circumstances, however, managed to remain in school to grade 5. As was the case in those days, as well as the basics, children were taught a variety of crafts and for Guerina this included embroidery, sewing and puppet making.

Post WW1 times were tough, so work took precedence over education. Guerina had to assist with chores, working the plot of land leased by her parents and also working in a roof tile factory to contribute to the family income.

War returned to Italy when Guerina was 23. Her brother was drafted to fight with the 'Alpini', placing even more pressure upon the family. During this time Guerina's father became ill with appendicitis and subsequently succumbing to peritonitis. Without access to medical treatment, Guerina took on the role of nurse, caring for him until the end.

This was a horrendous time in history and reality for many families. It was also during this time that the family house was accidentally bombed by the Americans believing they were attacking Austria instead of Italy. This was to have a profound effect on Guerina who lived in constant fear of this happening again.

In 1951, Guerina married Lino and migrated to Australia. Her only daughter, Dianna, was born a year later.

Guerina was very social and often entertained her co-workers by singing Italian songs while she worked.

The family first lived in Sunshine and later purchasing a house in Footscray.

Dianna recalls many happy times together and with friends attending lunches, parties and singalongs.

In 1960 Lino moved his family to Myrtleford to try his hand at growing tobacco. This was extremely hard work which they did for 4 years, after which they moved to Wangaratta.

Guerina's health suffered over the years, significantly deteriorating in 1997. Whilst the family did their best to care for her, it became untenable.

Guerina has been a resident of the Assisi Centre since 1997. Dianna has seen the progress and knowledge of Assisi staff develop over the years, as she visited most days. Dianna also worked in the lifestyle department for 4 years from 2004 until 2008.

She states that her mother is living proof of the wonderful care she receives as a resident of the Assisi Centre for the last 20 years. Dianna says that Guerina has always loved the staff and that love is reciprocated. Happy 101st birthday, Guerina.

Gemma Leombruni



Mrs Boletta



A youthful Mrs Boletta

Pastoral Care

Pastoral care is an ancient model of emotional and spiritual support that can be found in all cultures and traditions. It has been described in our modern context as individual and communal patience in which trained pastoral carers support people in their pain, loss and anxiety, joys and victories. Sharing their life story and all that is precious to them with you.

In reality, all carers, receive much more than they can give, a sense of self-worth, attachment, privileged to assist in some small way to make a difference to another human being's life.

Pastoral care staff at the Assisi Centre together with our volunteers visit the residents regularly to establish a rapport with them and provide comfort, reassurance and to make them feel part of the Assisi Community.

Highlights

October, 2016 we had a visit from Fr. Antonio Siringo from the Shrine of the Madonna delle Lacrime, Syracuse, Sicily. Fr. Siringo brought with him the Relic of Our Lady's Tears from 1953. All residents were very happy to have Holy Eucharist and the opportunity to see and touch the Relic.

December, 2016 - Christmas Festivities were all well attended.

January, 2017 - we had a visit from Giuseppe Pellegrini, Bishop of Concordia-Pordenone in Friuli. Monsignor Pellegrini celebrated Holy Eucharist for the residents and then joined them for Lunch.

March, - we celebrated our Foundation Day 25th Anniversary of Assisi Centre Inc. On this special occasion, we started the celebrations with the Holy Eucharist in our beautiful Chapel. His Grace Most Reverend Denis Hart, D.D. Archbishop of Melbourne was the Principal Celebrant and Monsignor Franco Cavarra, Fr Luciano Rocchi, Fr. Emilio Vaccaro, CS, Fr. Vito Pegolo, CS, Fr. Mario Zammit, were Concelebrants. The Furlan Choir sang Perosi - Messa Latina. The chapel was full to its capacity with special guests, residents, families and friends of Assisi Centre.

April, Easter Festivities, with Holy week and Easter Sunday. We also had a visit from Superior Delegate of Claretian Sisters,

Sr. Elisabete Maria Pereira. Sr. Elisabete spent time visiting residents and providing emotional support and reassurance.

Antionette Andaloro

Pastoral Care Coordinator

MASS & Event Streaming

We are excited about the installation of the TV streaming. This will enable residents that are bed ridden or unable to attend Holy Eucharist or any other festivities held in the Auditorium, to view them on television in their rooms in real time.



A visit from Bishop Giuseppe Pellegrini



A wedding held at the Assisi Chapel

Lifestyle



Mrs Sorani, Mr Callerame, Mrs Iacune & Mrs Amenta

The last twelve months have been a rich and memorable year of activities, experiences and opportunities for residents at the Assisi Centre. We understand the need for residents to stay active and to complement the 3 weekly gentle exercise sessions, we have continued the hydrotherapy program (except during the winter months) and expanded the weights and resistance training.

In 2017, we implemented a falls prevention exercise group specifically designed to assist residents with their balance and core strength. As well our extended exercise classes, there have been ongoing weekly chiropractic services provided by RMIT students. In June 2017 we held an afternoon tea to wish the departing students well and to welcome the new batch of interns who provide an important service to both residents and staff.

Italian culture lies at the heart of the Assisi Centre and during the last year we have celebrated many of the different regions during cultural club. These have included traditional music, trivia, traditions and food, including pasta making, polenta, desserts, antipasto and sauces from various regions. Residents have also requested that we celebrate other cultures so we have introduced cultural festivals such as St. Andrew's Day.

The stories and personal histories of each of our residents are often unique and fascinating. To honour these we have continued the 'words on wheels' discussion program. This gives the residents an opportunity to share their stories through different themes each month. In 2017, we have also expanded the Migrant Story Program capturing some of these stories on film and we look forward to continuing this project over the next year.

Families are central to residents' lives at the Assisi Centre. We encourage families to provide input to enhance our activities schedule. Family members are also encouraged to attend bus outings, celebrate birthdays, anniversaries and to attend family events like Mother's Day and Father's Day. We

also have included many child based activities such as the regular school visits (including the Bella Lingua School) who have participated in some of the special events.

In the five areas of the Assisi Centre we have started celebrating the saint days with events including special meals, activities and concerts. We are fortunate to have the men's choir attend monthly and other music events like the Sister's Misters choir, the Di Clementi Brothers, a visiting violist, a harpist and many more. Other special events the residents have continued to enjoy are Christmas celebrations, Easter festivities and observances, the Melbourne Cup carnival party, a Winter celebration, la Befana and a fundraiser for the Cancer Council.

It's important for residents to have a chance to use new technologies and to challenge their intellect. This has been facilitated by regular computer classes, including learning to email, face time, searching for information & streaming programs. We had one resident write her autobiography and having it published in early 2017. Many residents have been part of a group collecting and sharing recipes.

The introduction of the Montessori program into St. Claire with the extension of the doll therapy, memory games and sensory programs as well as pet therapy including visiting farm pet animals, has proved very successful and beneficial.

We had an increased number of residents wanting to participate in bus outings this year. Some of the new additions to the outing program have included sailing on Albert Park Lake, Eltham Miniature Railway, the Songbird Competition and other celebrations in conjunction with other aged care facilities in the Northern Activity Network Group. We have introduced attractions such as the Yarra Cruise, the Italian Film Festival, Eureka Tower, the Veneto Club and regular shopping trips.

Thank you to all the staff and volunteers who have assisted residents to participate in the lifestyle programs to make the Assisi Centre a great place to live.

Penelope Alinger
Lifestyle Coordinator



Antonina Petrocco

Volunteers

Our volunteers consist of a wonderful group of people who unselfishly give their time for the betterment of the residents of the Assisi Centre.

- **The Women's Committee work tirelessly fundraising for the Assisi Centre and have, through their efforts, provided the funds to purchase furniture, awnings for the courtyards and live streaming system and much more**
- **The Assisi Centre Men's Choir visit to entertain the residents every month with their 'Bel Canto'.**
- **We presently have 31 volunteers who visit regularly to assist with activities and pastoral care.**

One such volunteer is Elizabeth De Amicis.

Elizabeth has been volunteering at Assisi for over 20 years. Her mother became a resident of the Assisi Centre in 2000 where she spent the last 9 years of her life. Elizabeth continued to volunteer at Assisi because, as she says, "it brings me so much happiness".

She says she "loves coming here every day to see the smiles of the beautiful residents who truly have become like family to me". Elizabeth describes the wonderful experiences and friendships she has made because of this centre, is very special. "I really enjoy the time I spend at Assisi caring and helping the wonderful people as it gives me satisfaction and is the reason I will continue to come".

Elizabeth further added that her volunteering here at the Assisi Centre has helped her immeasurably, expressing that the residents and the staff helped her get through the darkest time in her life with the passing of her husband. She says she cannot thank them all enough for all the support and assistance provided.



Mrs Bertoldi with Volunteer, Elizabeth De Amicis

Group shot of volunteers taken during the volunteers' luncheon



Financial Performance & Property

Finance Review & Summary

Assisi Centre Inc. enjoyed the first full financial year to June 2017 of "full occupancy" of the 150 bed capacity since the completion of the extensions and renovations of the age care facilities. Following operating deficits during the previous two years associated with the renovations, we can report an operating surplus of \$556,000, (a turnaround of \$914,000) and after donations and fundraising a net surplus for the year of \$634,000.

Total revenue \$14.0M (2016 \$12.5M) included an increase from Government and resident fee income of \$1.3M over the previous year. Occupancy averaged 98.7% of the 150 beds comparing very well to an average in the not-for-profit residential aged care sector of 94%. Income from Government and resident fees represents 85% of Assisi Centres total income with subsidy rates determined directly for each resident. Maintaining subsidy rates in line with the costs of the complexity of resident care needs is vital to viability. The average rate of Government subsidy per resident per day increased from \$155 to \$168 across the year reflective of the improved ratios associated with occupancy and the increasing average age and frailty of residents.

Overall operating expenses increased 5% to \$13.3M including a 7% increase in labour and related costs including increases in staff to maintain care need ratios. Labour and related expenses represent 68% of total expenses including training and support programs. Professional development, education and learning experiences are part of the Assisi focus in ensuring staff are fully equipped for the current requirements and future needs particularly in the use of technologies. In the FY2017 year an 80% increase in training and support expenditure was part of this focus. Maintenance of the extensive amenity across Assisi Centre at a high standard also represents a substantial part of the expenses and included a 13% increase this year. It is now four years since the first sections of the extensions were completed. Regeneration throughout the buildings and upgrading of equipment in all areas of the facility remains a high priority. An amount of \$250,000 was spent on upgrading equipment and furniture throughout the facility.

The Assisi Centre held Refundable Accommodation Deposits for residents throughout the year and maintains a strong liquidity management policy in respect of the investment of funds held. At the 30 June 2017 deposits held amounted to \$37,000,000. Deposits received during the year amounted to \$12,000,000 and \$7,600,000 was refunded. Cash held in banks and deposit taking institutions increased during the year by \$6,300,000.

Freehold land and buildings are shown in the Financial Statements at their fair value based on periodic, but at least triennial, valuations by external valuers. An independent valuation was carried out for 30 June 2017 which resulted in an increase of \$19,000,000 which is recognised in the asset revaluation reserve in equity of Assisi Centre Inc.



Greg Shaw - Chief Financial Officer

Total assets of over
\$100 million

Assisi Centre Incorporated Statement of Financial Position

As at 30 June 2017

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2017

	2017	2016
	\$	\$
Revenue		
Commonwealth Funding & Resident fees	11,925,373	10,658,071
Resident Accommodation Revenue	1,211,517	1,146,104
Interest income	591,838	420,049
Fundraising & Other Income	85,958	60,723
Rental & Other business income	143,953	128,782
Grants & Donations	67,967	69,691
Total Revenue	14,026,606	12,483,420
Expenses		
Employee Benefits and Management Fees	9,081,472	8,431,925
Depreciation and Amortisation	1,361,356	1,324,181
Catering Provisions and Expenses	558,202	560,317
Facility Cleaning and Maintenance	684,579	606,406
Resident Care and Support Programs Expenses	627,777	620,069
Other Costs of Accommodation	435,009	423,742
Communication and Administration Expenses	581,944	727,914
Other Expenses	62,141	47,757
Total Operating Expenses	13,392,480	12,742,311
Operating Surplus Before Fair Value Movements on Interest Rate Swap	634,126	(258,891)
Revaluation of Property	19,168,519	
Total Comprehensive Income For The Year	19,802,645	(258,891)

	2017	2016
	\$	\$
Assets		
Current Assets		
Cash and Cash Equivalents	26,236,628	19,978,975
Trade and Other Receivables	8,246,087	6,366,603
Cash and Cash Equivalents	133,657	209,165
Total Assets	34,616,372	26,554,743
Non-Current Assets		
Property, Plant and Equipment	60,860,403	42,716,152
Intangible Assets	4,800,000	4,800,000
Total Non-Current Assets	65,660,403	47,516,152
Total Assets	100,276,775	74,070,895
Liabilities		
Current Liabilities		
Trade and Other Payables	683,566	562,290
Employee Benefits	1,381,624	1,286,276
Short Term Financial Liabilities	44,829,214	38,663,186
Total Current Liabilities	40,511,752	40,511,752
Non-Current Liabilities		
Employee Benefits	163,250	142,667
Total Non Current Liabilities	163,250	142,667
Total Liabilities	47,057,654	40,654,419
Net Assets	53,219,121	33,416,476
Equity		
Retained Earnings	9,431,343	8,797,217
Asset Revaluation Reserve	43,787,778	24,619,259
Total Equity	53,219,121	33,416,476

Assisi Centre Incorporated Statement of Cash Flows

For The Year Ended 30 June 2017

	2017	2016
Cash Flow From Operating Activities	\$	\$
Receipts from Operating Activities	12,957,391	13,155,369
Payments to Suppliers & Employees	(11,793,438)	(13,548,489)
Chapel Ceremonies	4,959	4,880
Committee Fundraising	67,965	55,843
Donations & Grants Received	38,020	119,691
Interest Received	662,905	713,754
Rental Income	100,949	96,460
Net Cash Provided by Operating Activities	2,038,751	597,508
Cash Flows From Investing Activities		
Purchase of Property, Plant & Equipment	(345,726)	(1,399,359)
Purchase of Intangible Assets	-	0
Proceeds from disposal of Property Plant & Equipment	3,532	1,600
Net cash used in investing activities	(342,194)	(1,397,759)
Cash Flows From Financing Activities		
Net movement in Trust Funds held on behalf of residents	(480)	3,797
Lease Finance Principal Payments	(36,000)	(14,330)
Bonds repaid	(7,575,956)	(5,690,092)
Bonds received	12,173,532	11,815,366
Net cash provided by financing activities	4,561,096	6,114,741
Net Increase in Cash and Cash Equivalents	6,257,653	5,314,490
Cash and Cash Equivalents at beginning of financial year	19,978,975	14,664,485
Cash and Cash Equivalents at end of financial year	26,236,628	19,978,975

Donations & Bequests

Donations of \$500(Plus)

Alfio Magnano	\$500
Valentino Family	\$500
Calligari Family	\$500
Slussareff Family	\$500
Assoc Padovani del Mondo	\$1,000
Sardinian Cultural Association	\$1,500
Comitato di Santa Maria del Popolo di Carpineto Romano	\$2,200
In Memorium	\$2,261
Toccolan Club (Golf Day)	\$4,500

Donations of \$5000 (Plus)

J Villante Trust	\$5,000
Estate of Guido Polano (made every year by the State Trustees Australia Foundation)	\$17,584

Property

Project Management Unit

The Project Management Business Unit's primary function is to manage all property, services and maintenance issues for the Aged Care facility, convent and grounds associated with fundraising and major events. The Project Manager 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, Golf Day, major Raffle and managing the community organisations and businesses renting or using the Assisi Centre premises, including the telecommunication tower on the Assisi Centre grounds.



Martin Sammut, Lou Tarquinio & Troy Chaplin

Property

The focus for the Project Manager in 2016/17 was participation in the new Master Planning project and attending to minor items overlooked during recent refurbishments.

The Project Manager was member of the Master Planning Project Control Group which met regularly to examine various Master Plan options and which recommended a preferred option, in consultation with the architects, to the Assisi Centre Committee of Management.

The Master Planning consultants were provided with background information on the Assisi Centre, in particular the planning application and permit specifications, drawings, heritage reports etc. associated with the original 2007 Assisi Centre Redevelopment.

Minor projects undertaken during the 2016/17 included the installation of a modern, easy-to-use privacy screen system in the St Francis shared rooms to enhance the privacy and dignity of residents. A carpet replacement program was commenced in the St Claire's Unit with carpet in the lounges replaced with carpet tiles. The intention will be to replace all carpet in the St Claire's Unit with carpet tiles and floor vinyl during 2017/18.

Signage was improved significantly during 2016/17 to better manage traffic and parking around the Assisi Centre grounds. Convex mirrors were also installed on the chapel corner to significantly improve visibility and safety in what was once a problem area.

25

Years of the Assisi Centre

Our maintenance department attend to and resolve over

2000
maintenance issues.



Mark Redfern - Maintenance Officer

Maintenance

Maintenance is separated into two categories - Essential Services maintenance and Non-Essential Services maintenance.

The Assisi Centre has engaged FM Essentials to co-ordinate the provision of Essential Service maintenance. Their brief provides for regular preventative and reactive maintenance of all essential services at the Assisi Centre to ensure compliance of these services at all times in accordance with Australian standards and government regulations. These services include air-conditioning, fire prevention and detection services, electrical switchboards and distribution, emergency and exit lighting.

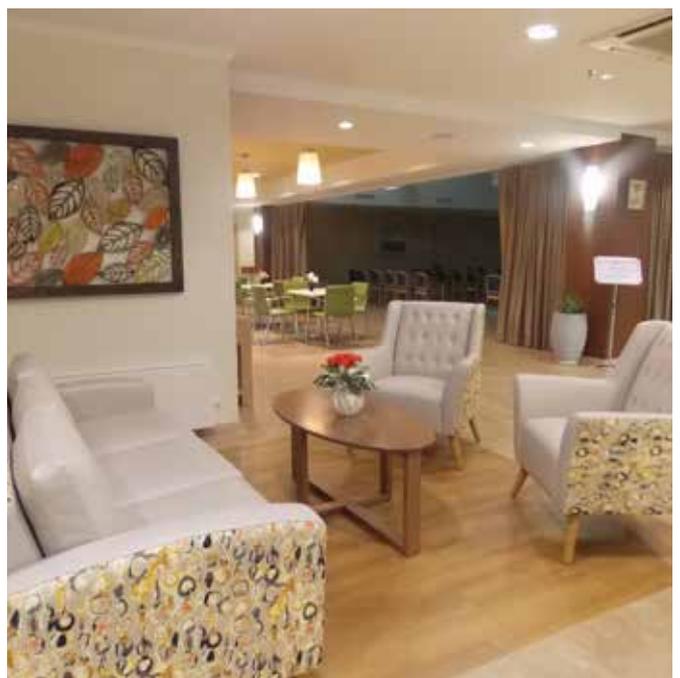
The system and procedures are now working efficiently and effectively and enabled the Assisi Centre to provide all relevant compliance documentation concerning the regular inspection and maintenance of essential services to the Aged Care Accreditation Agency during the accreditation process in late 2016.

The Assisi Centre is now working on creating an Asset Register for all assets related to essential services. The organisation is now able to obtain reports and monitor the condition over time of individual assets rather than whole systems. For example in relation to air-conditioning the

Assisi Centre can monitor, through the reports provided by FM Essentials, the results of the regular inspection and the condition of individual boilers, radiant heaters, condensers, fire dampers, cassette units and split systems. Going forward this type of information will allow the Assisi Centre to create an essential service asset replacement program in order to plan for future plant and equipment upgrades or replacement.

Over the last twelve months, FM Essentials has also expanded its services for the Assisi Centre by taking on responsibility for the co-ordination of non-essential service maintenance such as the maintenance of kitchen and laundry equipment, cold and hot water filters and general plumbing.

The Project Business Unit also oversees the completion of all minor maintenance issues such as changing lights, testing and tagging electrical appliances, minor plumbing problems, fixing beds, furniture, doors and windows and addressing a myriad of other handyman type issues. In a residential aged care environment, many maintenance issues occur on a daily basis. During 2016/17 our Maintenance Officer attended to and resolved over 2000 maintenance issues that were logged onto our internal management system.



Assisi Centre Plaza

Our Appreciation

2016 Assisi Race Day

The 2016 annual Assisi Centre Race Day was held on 22 August at the Moonee Valley Race Club. It was another successful function attended by over 200 guests who had a wonderful day and helped raise \$8,000 for the Assisi Centre.

The function was organised by the Assisi Race Day Committee consisting of Don Smarrelli, Lilian Antonelli, Sauro Antonelli, Martin Sammut, Gemma Leombruni and Lou Tarquinio. The Assisi Centre Women's Committee was instrumental in ensuring the day went smoothly and also created many of the wonderful hampers that were auctioned on the day.

The Assisi Centre is fortunate to have many loyal corporate supporters who donate the many valuable items for the raffle and auctions. We extend our appreciation and gratitude to all our sponsors who supported this function and many other Assisi Centre functions and events.

2017 Golf Day

The 2017 Annual Toccolan Golf Day was held again at the picturesque Kew Golf Club in late March. It was an enjoyable day's golf followed by a presentation dinner hosted AFL legend, Doug Hawkins.

All proceeds from the day were donated to the Assisi Centre which has now been the beneficiary of this annual golf day since 2012. The very generous amount of \$5000 was raised on the day. 90 players participated on the day, including many members of the Assisi Board. It was a very successful day made possible by all the players, many generous sponsors and the hard work of Michael Giuliano, from the Toccolan Club.

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.



Toccolan golf day participants

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An Italian-Australian Community Project

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