



# CELEBRATING CULTURAL DIVERSITY



Annual Report  
2017/18

# 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

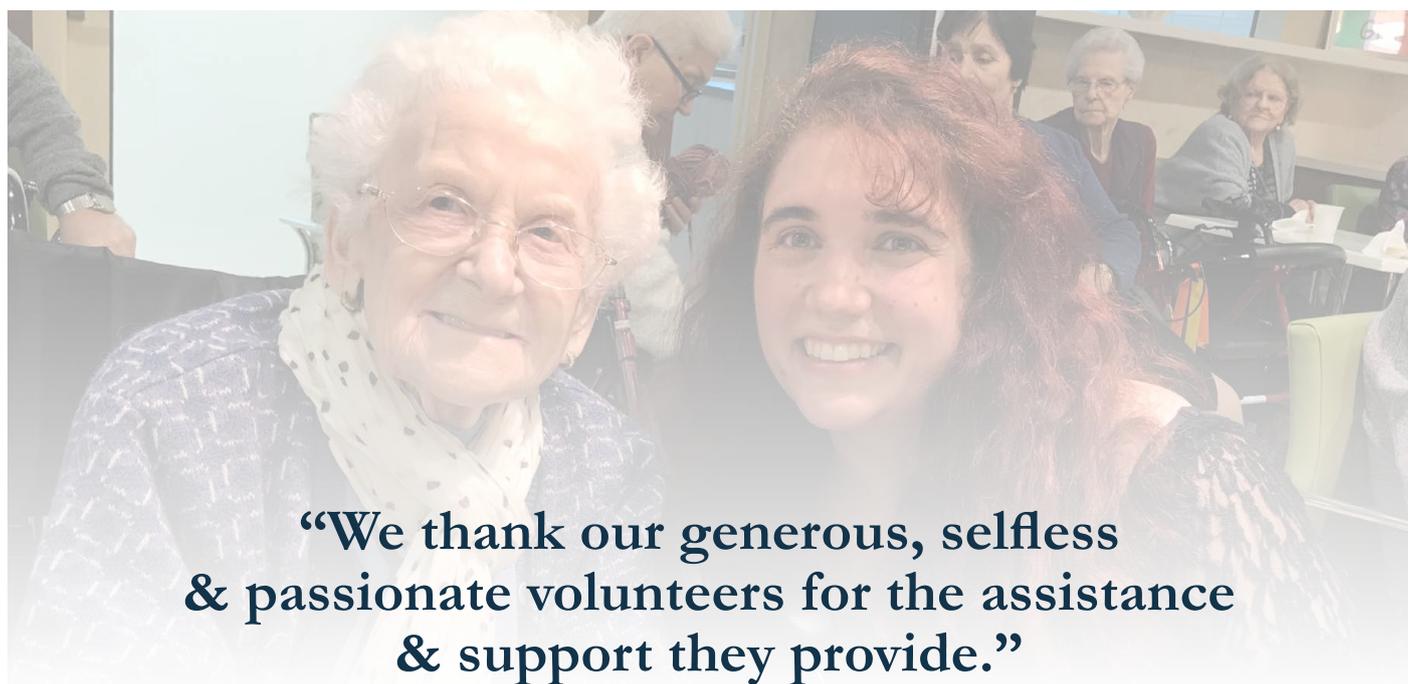
Staff development

Professionalism at all levels

Empathy in the workplace

Customer service

Teamwork & team building



**“We thank our generous, selfless & passionate volunteers for the assistance & support they provide.”**

# HISTORY

In the late 1980s, 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 1920s.

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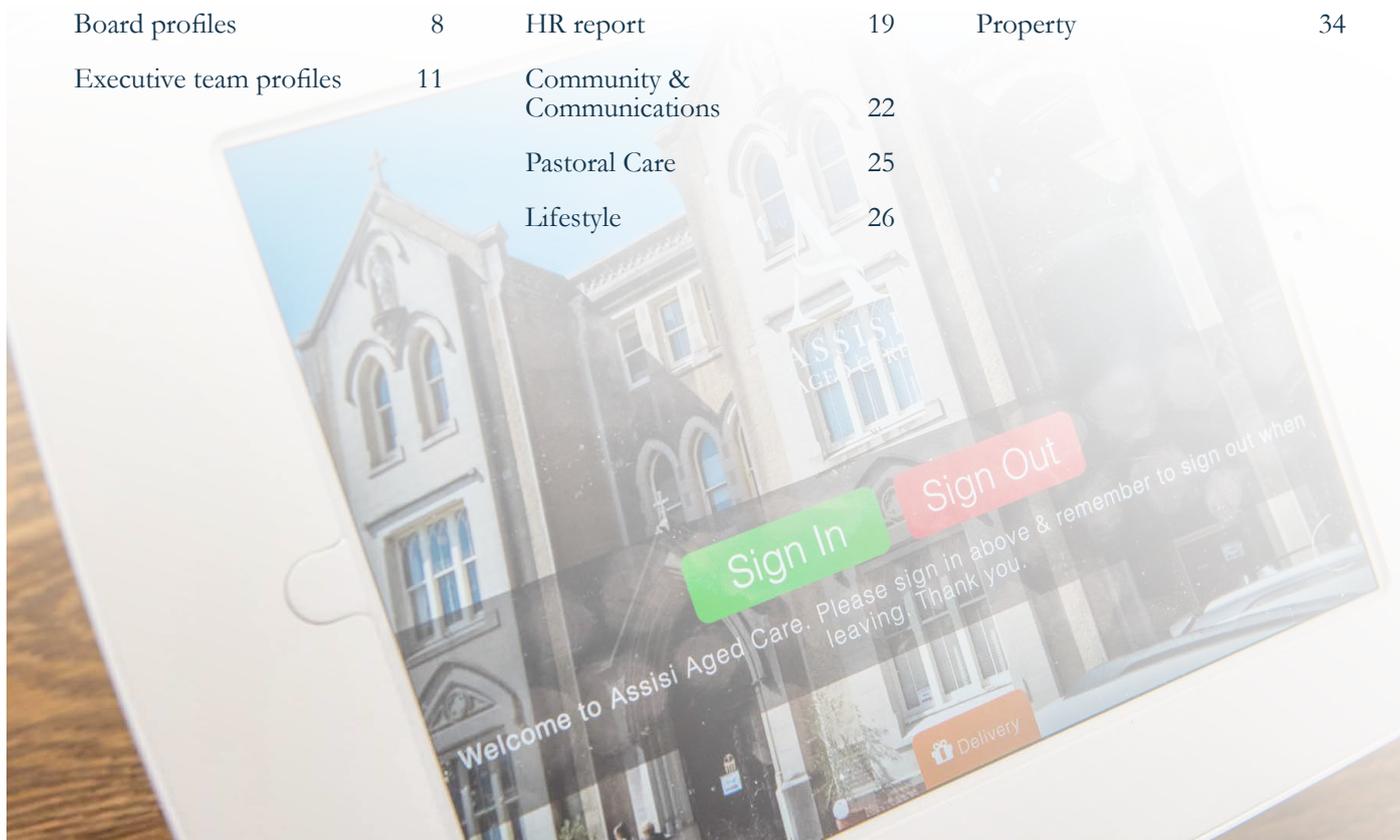
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# SECTION 1.

## CHAIRMAN REPORT

Don Smarrelli OAM

Assisi has a special cultural significance for the Italian community. This has been the case for almost three decades and the Board and Management's primary objective is to maintain that cultural significance and to achieve the highest possible standard of care for our residents. We have recently been reminded by various media programs of what can happen if standards are not met or maintained at the highest level. The recently announced Royal Commission into the Aged Care sector will undoubtedly put the sector under the microscope but I am confident that whatever the outcomes, Assisi Aged Care is and will continue to be a shining light in the provision of service and care for elderly Italians.

In the pursuit of Assisi's future viability, the Board has recently approved plans for the future development of the facility. Since the last Annual Report, considerable work and research has been undertaken. We are now well advanced with plans and schematic designs and we anticipate the lodgement of a Town Planning Application with Banyule City Council early next year. The proposed development will include the construction of Independent Living Apartments and an increased number of residential aged care beds. The development will complement Assisi's current facilities while increasing our capacity to provide extended services. We look forward to making Assisi an attractive destination for the elderly in our community, for those who wish to live independently and those who require full-time care.

Assisi has a proud legacy to uphold and I am delighted and encouraged by the enthusiasm and commitment of our Board members, Sub-Committees and Management team in preserving this legacy. I would like to acknowledge and congratulate all the individuals involved in envisioning and driving the next stage of the Assisi's development.

In February, the Board convened for a strategic planning conference for the purpose of developing the Strategic Plan for 2018–2021. It was a day of robust discussion and debate, which has resulted in a workable and achievable Strategic Plan for the next three years. Five priority areas have been identified including Vision (Mission & Values), Customer Experience, Growth, Sustainability and Workforce.

During the last year, Assisi has transitioned from an Incorporated Association to a Company Limited by Guarantee. The Board decided—and the Assisi Members agreed—that the time was right for a change in corporate structure. The Board considered that in light of the ongoing reforms and consolidation of the Aged Care sector, there is an increasing expectation from clients, suppliers and financiers to deal with a company. The Board also believes that the governance of a company under the Corporations Act to be more rigorous and tailored to larger organisations. Incorporated Associations are more suited to smaller community or volunteer organisations.

In light of the future redevelopment of Assisi (and the need to attract much needed capital to assist construction costs) the Board has decided to establish the Assisi Foundation. Although the foundation is yet to be established, the decision to proceed was ratified in the last financial year. We are currently in the process of establishing the legal entity and more information and details will be released to stakeholders, supporters and friends of Assisi in due course.

Once established, I would like to encourage our community to consider contributing to the Assisi Foundation through donations and bequests because these funds will ensure the future viability of Assisi to deliver the highest quality service and care.

Over the last 25 years we have been extremely fortunate to have had generous benefactors who have assisted greatly with the projects undertaken at Assisi. I make no apology for continuing to thank the same people each year. The Lorenzo & Pamela Galli Charitable Trust and the Armando Poli Charitable Fund are two that I often acknowledge as they have made such significant contributions to Assisi. This year, for the first time, I would also like to acknowledge the Guido Polano Trust, administered by the State Trustees, which has been providing funds to Assisi for the last five years. In addition to our benefactors, Assisi is privileged to have Lilian Antonelli and the Women's Committee, who go to great lengths

in raising funds for the organisation. Their coordination of the annual Race Day and annual Dinner Dance ensures the ongoing success of these major fundraising events. Each year, it gives me great pleasure to acknowledge the various contributors to the successful organisation that is Assisi.

Firstly, the Management team headed by our CEO, Martin Sammut and Director of Care, Fiona Kool. Together they have provided the leadership, guidance and expertise that enables Assisi to provide the best possible care and service to our residents.

Secondly, our supportive and caring staff, who deliver the care and provide a safe environment for our residents, often in difficult circumstances.

Finally, our generous, selfless and passionate volunteers, for the assistance and support they provide to our staff and to our residents and their families. During my regular visits to Assisi, it is a joy to listen to the residents and their families talk about our dedicated volunteers. I am humbled by their contribution.

After 15 years at Assisi, Pastoral Care Coordinator, Antoinette Andaloro, retired. The Assisi Board and the general community of Assisi wish to acknowledge Antoinette's wonderful contribution to the religious and

spiritual care of our residents. Her dedication, organisational and leadership skills have been exceptional and have paved the way for a successful Pastoral Care Program, which will remain a legacy to her work. We wish Antoinette all the best in her retirement.

Sadly, this year we also farewelled Board member, Silvana Sgro. Due to her work commitments with the State Government and raising a young family, Silvana found it increasingly difficult to attend Board meetings. The Board has lost a very valuable director. Her knowledge of the Aged Care sector was invaluable. Silvana, on behalf of the Board, I take this opportunity to thank you for your contribution and commitment during your time with us. We wish you well in your future endeavours.

With Silvana's departure we welcomed a new Board member, Clare Grieveson who brings expertise and experience across many fields. In just a short period of time, Clare's contribution has been positive and effective. Her knowledge and experience enhance the skills blend of the Board. We look forward to a long and rewarding association with Clare.

I would also like to acknowledge my fellow Board members for their dedication, leadership and most

importantly their expertise. I am extremely fortunate to have their support. I can appreciate the difficulty of having a career and a family life and then then giving up time to attend to Board and Sub-Committee meetings; yet Assisi Board members continue to give their time unreservedly and without any expectations. The members of the Board can be extremely proud of their contributions and effort.

The Board and Management of Assisi strongly believe that we are custodians of a very important asset and in many ways a cultural icon in Melbourne. Accordingly, we believe it is essential to maintain our focus to ensure Assisi continues to flourish, achieving excellence in care and service and maintaining our high standing in the community.

Finally, I would like to say, on behalf of the Assisi Board, that it is a privilege to have the opportunity to make a difference at Assisi. While it is challenging, it is also stimulating and satisfying.

**Don Smarrelli OAM**

Chairman




Don Smarrelli with Pamela Galli - Chair of the Lorenzo And Pamela Galli Charitable Trust

**“Over the last 25 years we have been extremely fortunate to have had generous benefactors.”**

# CEO REPORT

Martin Sammut

I'm so proud and privileged to lead Assisi Aged Care (Assisi). In the past year we have transformed from an Incorporated Association to become a Company Limited by Guarantee. This transition allows for better governance and a legal structure reflecting growth and maturity of the organisation over recent years.

Assisi has provided aged care services to members of the Italian community for over 25 years. We care for 150 residents and their families as well as having a waiting list of over 165 interested parties. Assisi continues to be fully accredited and is compliant with all Aged Care Standards as we strive for no less than the provision of high quality aged care services to those in our care. Equally important, is our ability to provide a supportive and safe environment, respecting each resident's Italian heritage as well as providing programs, activities and services to meet the cultural and linguistically diverse background of each person.

The aged care landscape is complex and is now under the media spotlight given the Prime Minister's announcement of a Royal Commission into the sector. As was communicated by the Assisi Chairman, Don Smarrelli and in concert with Aged & Community Services Australia (our peak body association), Assisi welcomes this opportunity to engage in a much-needed, constructive national discussion about the future of aged care, including how as a society we will deliver the quality services our growing ageing population will need.

At the start of the year, the Board and Executive team participated in the organisations 2018–2021 Strategic Planning Day. Together we identified five Priority Areas which included: Customer Experience, Sustainability, Growth, Workforce and Vision, Mission & Values. This planning enables the organisation to reflect on its achievements but more importantly, it provides an opportunity to consider the broader political, economic and policy context which will invariably impact on the type and range of services that we may introduce and how these can be effectively delivered to the community that we serve.

One part of our progression involved the formal announcement of our new brand and logo. This exercise will help us to promote the organisation's identity and values while looking forward, embracing the new with a modern and contemporary design while raising our profile, image and reputation. We retain our legal entity as Assisi Centre Limited, however our day-to-day trading name will be Assisi Aged Care.

The chosen logo was an evolution from the previous Assisi logo, with the 'A' remaining as hero, and the crossbar flourish, representing an embrace and connection with the past while looking forward to the future. We believe this new design is refined yet warm but more importantly, reflects Assisi's compassion and our undertaking to deliver high standards and exceptional care.

The preferred colour palette and tones also represent the combination of old

and new, a celebration of our history and heritage together with embracing the fortitude and desire for growth and pursuit of a bright, sustainable and positive future. Over the coming months, residents, families and visitors will notice the new design as it becomes more visible through the introduction of staff uniforms, updated internal and external signage, website refresh, publications as well as new decals on the Assisi bus.

We understand that a good reputation and having credibility must be earned. When being trusted to provide care for people's loved ones, an organisation is only as good as the staff who are prepared to commit to its vision, mission and values. This also involves buying into and devotion to a workplace culture that always puts the resident at the centre of our focus—this is not negotiable.

Our gratitude therefore is extended to the many nurses, personal care attendants, lifestyle team, administration, team leaders, pastoral care, catering, servery, laundry, cleaning and maintenance staff who not only diligently attend to their roles and responsibilities but more importantly, genuinely care for the residents at Assisi.

We continue to be well represented by staff and volunteers at state and national awards which demonstrates the great calibre of people we have working and volunteering their time to Assisi. Apel Mahmud, Night Duty Nurse, was a finalist at the 2018 ACSA Awards Employee category, while Elizabeth De Amicis won the state



**“A celebration of our history and heritage together with embracing the fortitude and desire for growth and pursuit of a bright, sustainable and positive future.”**

Volunteer Award and was a finalist at the 2018 ACSA National Summit Awards. Congratulations to both Apel and Elizabeth for their contribution and achievements and for proudly representing Assisi.

While on the topic of volunteers, Assisi is blessed to have so many people (young, working or retired) who give so generously of themselves, their time and talents for the benefit and enjoyment of others. Assisi volunteers participate in a range of activities which make a difference to people's lives and for that we are eternally grateful. Assisi is also appreciative of the support it receives from the Claretian Sisters and the involvement of the local Parish Priests and various primary and secondary schools. After 15 years of service, Antoinette Andaloro retired from her position of Pastoral Care Coordinator. Antoinette was a loyal and respected servant of Assisi and established the framework which guides our pastoral care program. We thank Antoinette for her enormous contribution to Assisi and for making a difference to lives of so many residents, families and staff.

As I reflect on the year just past, I am indebted to Fiona Kool, Director of Care for her expertise and leadership.

Fiona has outstanding qualities and an uncompromising determination to deliver the best possible care for every resident at Assisi. Fiona is well supported by highly dedicated Nurse Unit Managers – Monica Agnihotri, Alida Bonetto, Jamuna Jacob, Shani Manuel and Ana Yao who provide excellent care to residents, at the same time supporting families and managing their teams. In addition to these managers, we are fortunate to have the calibre of personnel that includes Bajramshah Meta, Clinical Advisor and Debra Hanley, Client Liaison. Furthermore, our quality, risk and policy framework is superbly overseen by Sheila Cheary, Quality & Risk Manager and our catering and hospitality services is well served under the management of Nicholas Belotti, Chef Manager.

I am also very appreciative of the financial management and experience provided by Greg Shaw, Chief Financial Officer and his administrative team. Greg has a wide and diverse portfolio of accountabilities and despite the complexities, manages all this to ensure that Assisi's financial affairs, reporting and auditing requirements are competently fulfilled and compliant.

I reiterate the sentiments of Chairman Don Smarrelli and would like to thank our many benefactors and sponsors, especially the Armando Poli Charitable Fund, the Lorenzo & Pamela Galli Charitable Trust, the Assisi Women's Committee, the estate of Guido Polani, the Sardinian Cultural Association and the Toccolan Club. Their substantial contributions enable us to purchase a variety of aides and equipment for the enjoyment and benefit of residents and their families. Some of the items introduced this year include new flooring throughout the centre as well as new curtains and reupholstering of furniture. We have also established the Wellness Lounge with customised gym equipment and ceiling tracks and introduced new electronic sign-in monitors.

Finally, I would like to thank the Assisi Board lead by Chairman Don Smarrelli for their governance and stewardship of this great organisation and who selflessly volunteer their time while providing us with their skills and expertise throughout the year.

**Martin Sammut**

CEO

# BOARD OF DIRECTORS



**Don Smarrelli OAM  
- Chairman**

Don was appointed to the board in 2004. He is the principal of Lawcorp Lawyers (which he founded in 1979) and in 2005 Don was appointed as a member of the Council for Multicultural Australia being, an advisory body to the Federal Government for raising awareness and understanding of multiculturalism. He was a founding member and subsequent President of the Toccolan Club (1990), an Italian community organisation focused on fundraising for medical research.

In addition to Assisi, Don also sits on the board 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.

During his time on the Board, Don has been involved in various initiatives and projects for the benefit of the Assisi community and was awarded a Medal of the Order of Australia (OAM) in 2007 for services to multiculturalism and the community.



**Paul Lostia**

Paul was appointed to the Board in 1998. Recently retired, Paul has held a number of senior positions in the finance industry. 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 in compliance with government standards.

Paul has work for many years in the Italo-Australian community developing and supporting various voluntary community projects, most notably, as President of the Sardinian Cultural Association.



**Sauro Antonelli AM**

Sauro was appointed to the Board in 1994. He has been involved with Assisi Aged Care since its inception in 1990 and was the inaugural Secretary of the organisation's Committee of Management.

Sauro has been President of the Assisi Board over two periods, totalling seven years. During this time he had the honour of hosting the (then) President of the Italian Republic, Oscar Luigi Scalfaro, in his visit to Assisi, during the President's tour of Australia.

In 2008—in recognition of over 40 years' work in the Italian community—Sauro was awarded a Member of the Order of Australia (AM).

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



**Don Pasquariello**

Don was appointed to the Board in 2013 and is the Chairman of the Finance, Audit & Risk Committee. Don is a Senior Partner of Deloitte, and currently the Asia Pacific Leader - Clients & Industries for Audit & Assurance. He has over 35 years' professional experience, 23 years as a partner, in servicing large multinational organisations.

Don has a strong understanding of public and private company reporting and risk management, including the complexities associated around management of the audit of multinational operations of Australian listed companies.

His significant experience and responsibilities have centered around clients in the construction and property development industry, industrial and consumer markets, and service companies. Don is a Fellow of The Institute of Chartered Accountants Australia and holds a Bachelor of Commerce from the University of Melbourne.

Don is also a Board Director of Jesuit Education Australia Limited and a member Finance, audit and Risk committee at Mercy Education Limited.



**Nadia Gianello**

Nadia was appointed to the Board in 2012. She holds a Bachelor of Arts (Italian) from the University of Melbourne. She has been a travel consultant with Mirabella Travel since its inception and has managed their two offices for over 25 years, negotiating contracts with various international airlines and wholesalers.

From 2000 until 2008, Nadia served on the board of the Italian Chamber of Commerce and Industry (ICCI) in Melbourne and was elected to the position of treasurer in her last year there before retiring. She has maintained her membership at ICCI and is also a member of the Veneto Club, Co.As.It. and Vicentini nel Mondo Club.

Nadia has over 45 years' experience in travel with vast corporate and leisure based clients.



**Rick Rostolis**

Rick was appointed to the Board in 2014 and is a member of the Finance, Audit and Risk Committee. He is the Chief Financial Officer (CFO) of Pro-Pac Packaging Limited (an ASX listed company) where he has management accountability across finance, commercial management and investor relations.

Prior to his current appointment, Rick was the Chief Executive Officer (CEO) of SMS Management & Technology Limited (an ASX listed company) having previously served as CFO. Rick has also held various senior executive roles at Pacific Brands Limited and KPMG.

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



**Adrian Finanzio SC**

Adrian was appointed to the Board in 2017. He is a barrister practicing extensively in the field of town planning, environment and local government.

Adrian is an experienced director, having served as Vice President and board member of the Victorian Planning and Environmental Law Association (a multi-disciplinary industry body) for 12 years.

Currently, Adrian serves as a member of the board at 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).



**Vito Cassisi**

Vito was appointed to the Board in 2008 and was Chairman of the Development Committee responsible for the recent redevelopment of Assisi Aged Care. Holding qualifications in Architecture, Vito is a practicing architect with over 40 years' experience.

He 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 at Co.As.It. and a former board member of both the Italian Service Institute and Villa Maria.



**Tony Salce**

Tony was appointed to the Assisi Board in 2013. He is a practicing lawyer with 25 years' industry experience and specialises in Family Law. He is also a Nationally Accredited Mediator, a member of the Law Institute of Victoria and of the Family Law Council of Australia. Tony is a past board member of the Queen Elizabeth Centre, Melbourne.



**Frank Gucciardo**

Frank was appointed to the Board in 2008. Born Rome, Italy Frank immigrated to Australia in 1970 where he studied at Monash University and received his bachelor 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. Then, from 1993 through to 2015, he taught at the Australian Advocacy Institute in Melbourne, Adelaide, Sydney, Hong Kong and Italy. Frank was a Member of the executive committee of the Criminal Bar Association from 2000-2001 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 Board in 2015. With qualifications in social science and professional development, Tonina has over 30 years' experience working in the areas of access, equity and cultural diversity.

Over the past 10 years Tonina has worked with the Centre for Cultural Diversity in Ageing where she is responsible for providing advice, consultancy and training to the aged care industry on inclusive policy and practice.

Tonina is also a Board Member of the Italian National Institute of Social Assistance (INAS), an organisation providing assistance to ageing Italian migrants in Australia.



**Clare Grieveson**

Clare was appointed to the Board in 2018. She is the Executive Director Quality, Safety and Innovation at Mercy Health and is responsible for the overall leadership and direction of staff safety, WorkCover, consumer experience, quality, clinical risk, service improvement and innovation for the organisation's hospital, aged care and home care services.

Clare has a clinical background and bachelor's degree in speech pathology, a master's degree in health service management, a graduate certificate in leadership and catholic culture. She has over 20 years' experience in the health industry, including senior management roles at Monash Health and the Victorian Department of Health and Human Services.

Clare is an Associate Fellow of the Australasian College of Health Service Management and graduate of the Australian Institute of Company Directors. Clare moved to Australia 13 years ago from the United Kingdom.

“Everyone has a sense of purpose and wants to choose how they spend their lives.”



Rita Sblattero

# EXECUTIVE MANAGEMENT



**Martin Sammut - CEO**

Martin joined Assisi Aged Care in 2015. He has over 29 years' experience in the management of aged and community care and retirement living. Martin holds a graduate diploma in business management, a bachelor of arts in social sciences and a graduate certificate in leadership and catholic culture.

Martin's operational expertise covers human resources, marketing, quality and risk, learning and development, residential aged care and retirement village operations. He has strong links with ethno-specific organisations and aged care, retirement living and community providers.

Martin continues to serve on several peak body committees and working groups and is a councillor for the Divisional Council - Aged & Community Services Australia (Victoria).



**Fiona Kool - DOC**

Fiona joined Assisi Aged Care in 2006 as a clinical care coordinator.

She is qualified as a Registered Nurse and has over 20 years experience in Aged care.

She has been in her current position since December 2014.

Fiona worked as a consultant for Management Advantage since 2000, working in Aged Care facilities within Victoria.

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 Assisi's high Standards.



**Greg Shaw - CFO**

Greg joined Assisi Aged Care in 2010. He holds accounting qualifications and has over 40 years' experience in management and financial accounting.

Greg has overseen funding for the expansion and redevelopment of Assisi the and is responsible for the development and delivery of financial reporting to the Assisi Board and Management.

**“The Board and Management of Assisi strongly believe that we are custodians of a very important asset and in many ways a cultural icon in Melbourne.”**



Sainab Mohamud, Ernesto Capannolo & Usha Rajaeswaran

# SECTION 2.

## DIRECTOR OF CARE REPORT

Fiona Kool

### ENGAGEMENT

It's been another busy year with many of our priorities achieved through active engagement with residents, their families, volunteers and staff and stronger relations with our partners.

Over this last year, we implemented the roll out of the Montessori Approach into St Francis with the assistance of Dementia Australia. Both St Francis and St Claire continue to work with the 12 principles on a daily basis. We previously unveiled the Migrant Stories of our residents, that are proudly displayed in our Galleria. Since then we have provided training for our Lifestyle team who have completed an additional 40 interviews of residents' migrant stories.

To better enhance our customer services and engagement with residents and their families, we completed an extensive review of our admission procedures, including the review of the Resident Handbook, development of the Community and Family Code of Conduct and the introduction of a pre-admission assessment meeting. To complement this process, we felt it was important to create a new role of Client Liaison, which Debra Hanley has successfully embraced. Her position provides a solid foundation and a point of contact for residents and their families from the moment they are engaged with the organisation. Debra also provides additional support for the Nurse Managers, the Pastoral Care Coordinator and the Director

of Care, ensuring that the needs and expectations of the residents are met at the highest standard.

With the generous contributions from our Assisi Women's Committee, we installed live streaming from the auditorium to capture the Mass, Rosary and other social events held throughout the year for residents unable to attend.

In early 2018 we commenced transforming one of the St Anthony lounges into the Wellness Lounge. It is equipped with four pieces of specialized equipment from HUR Australia targeted for strengthening and balance and has been generously funded by the Lorenzo and Pamela Galli Charitable Trust. We also are fortunate to be able to install a ceiling track funded by the generous donations of the Assisi Women's Committee. The ceiling track will enable residents from the high-care units to access and participate in strength and balance exercises.

### PARTNERSHIPS

We continue to have strong partnerships with a number of training organisations which further enhance the experiences of the residents. The RMIT Chiropractic student placements have been running for almost four years now with up to 80 residents and staff visiting for treatment. We have expanded the program to also accommodate residents in St Francis

and St Claire. Our relationship with the Institute of Health and Nursing Australia is also growing stronger with student placements occurring on a regular basis throughout the year with the introduction of mental health and palliative care students and placements on rotating morning and afternoon shifts.

Throughout the year we have visits from students of all ages; pre-schoolers, the Bella Lingua group, primary students coming to provide evening concerts and sing carols at Christmas. We also have visits from a number of secondary colleges who are studying Italian. They come to view the Migrant Story film and spend time talking to our residents about their experiences.

### LIVING ENVIRONMENT AND SERVICES

We have engaged with a number of new services to improve accessibility and availability of services for the residents; the mobile dental service, geriatricians, GPs, physiotherapists and wound specialist.

We introduced the electronic Hospitality Dietary Solutions system (HDS) for our catering department. Each food service area has up-to-date real-time information regarding every resident's dietary requirements. We also engaged a consultant and Italian Chef, Neil Zumpo, to provide on the job training for all our kitchen staff in the

preparation of authentic Italian dishes and the creation of a recipe manual. This ensures that the menu reflects the residents' preferences and dietary needs and that delivery is consistent from day to day. These improvements have been further enhanced by the appointment of new Chef Manager, Nicholas Belotti.

There has been a focus over the year to rejuvenate all living areas; aquariums have been installed in St Francis and St Claire, carpet replacement to vinyl, reupholstery of furniture, provision of additional seating areas for specific activities such as card club, replacement of blinds, beautification of outdoor areas with shade sails and seating and the installation of an induction cook top in Gino's Café for residents and families to prepare espresso coffee. Early in February we refurbished

the reception area to ensure better accessibility for all visitors and improved security screening of the main entrance.

### WORKFORCE

In October of last year we developed the role of Clinical Advisor. Bajramsha Meta transitioned from Nurse Manager to this new role which provides the Nurse Managers with additional clinical support. We expanded on the electronic HR forms, with staff now being able to access remotely. The rebranding was launched at the end of April and this has allowed us to introduce staff uniforms.

We have reviewed all infection control processes, including outbreak management and have seen a marked increase in the staff and volunteers

receiving the influenza vaccinations. As part of this review we strengthened our pre-outbreak surveillance procedures which run from March through to October every year. To date, these interventions have proven to be successful in the prevention of flu and other outbreaks.

Assisi Aged Care has a diverse workforce and we strive to ensure a unified, positive and safe workplace. In acknowledgement of this diversity we have commenced the celebration of the various cultures with the festival of Indian Independence Day with staff cooking various Indian cuisine and dressing in their unique costumes. The residents were involved and enjoyed the festivities.



Lina Piu, Maria De Melis & Palma Azzolini

## PRIORITIES FOR NEXT YEAR

- Transition to the new Aged Care Quality Standards, including the Diversity Framework.
- Exploration of an application for use by all residents and their families.
- Further streamline the electronic use of HR forms by all staff.
- Continue in the partnership of the Institute of Health and Nursing, in providing their Enrolled Nurses and Registered Nurses students with placements.
- Continue in the partnership with RMIT Chiropractic students and be involved in research into balance and falls.
- The introduction of the Montessori approach to St Catherine, St Anthony and Padre Pio as well as sustaining this unique approach in our higher care units.
- Expand the Migrant Story Galleria and invite families for a Migrant Story film festival.
- Refurbishment of Padre Pio servery
- Establish a kitchen workbench and cook top in the activities room.
- Continue to explore technology and complete trials such as, virtual reality goggles and Matilda translator Robot to further enhance the lifestyle program.
- Continue to explore systems and strategies to provide the optimum dining experience.
- Expand on the electronic HDS systems in line with the Food Safety Program.



## MEET THE NURSE MANAGERS

From left: Monica Agnihotri - Nurse Manager in St Claire, Jamuna Jacob - Nurse Manager in St Francis, Fiona Kool - Director of Care, Sheila Cheary - Quality & Risk Manager, Alida Bonetto - Nurse Manager in Padre Pio, Shani Manuel - Nurse Manager in St Catherine, Ana Yao - Nurse Manager in St Anthony.

# QUALITY & RISK REPORT

## QUALITY REVIEW

In line with strategic planning (2018–2020) work is underway in developing frameworks to reflect the diversity and inclusivity framework in action at Assisi. Work has also commenced on developing consumer engagement strategies. These initiatives reflect the focus of the new Aged Care Standards, due for release in July 2019.

In regard to the new Aged Care Standards Assisi has also commenced:

- Review of policies and procedures to reflect the focus of the standards
- A staff education program to reflect significant changes in care and practice.

Clinical indicator auditing has identified a decrease in resident falls over the six months January – June 2018.

Falls prevention strategies and the frequent faller program continue with the aim of further reductions in falls.

A safety auditing program continued throughout the year and included:

- Adverse events
- Complaints
- Resident self-administration of medications
- Cleaning inspections
- Oxygen and nebuliser equipment
- First Aid equipment
- Reportable incidents
- First Aid equipment

A survey program has been developed with the following surveys planned for 2018–19

- Consumer choice – residents and families.

- Resident quality of life.
- Resident wellbeing.
- Resident food satisfaction.
- Staff satisfaction.
- Staff training needs analysis.

## RISK MANAGEMENT

Mandatory training continued throughout the year to ensure all staff are involved in:

- Fire and emergencies training.
- Manual Handling training and competency.
- Infection control training including hand hygiene competency and wearing of protective equipment (PPE) competency.

## EMERGENCY CARE EQUIPMENT

All staff are involved in completing an acute response checklist to ensure all staff are aware of the emergency equipment available and its location within the buildings.

A 'know your codes' emergency code list has been installed in all staff locations as a quick reference.

As part of Assisi's rebranding program all evacuation maps have been reviewed and the Fire and Emergency Manual will be updated during 2018.

Infection control measures during the year focussed on a program of staff and volunteer Influenza vaccination. This has been very successful with over two

thirds of staff and volunteers receiving the vaccine as well as all consenting residents. Precautions to prevent an outbreak continue including:

- Staff training.
- Information for visiting families and friends.
- The introduction of a cough etiquette protocol monitored by staff.

## STAFF EDUCATION

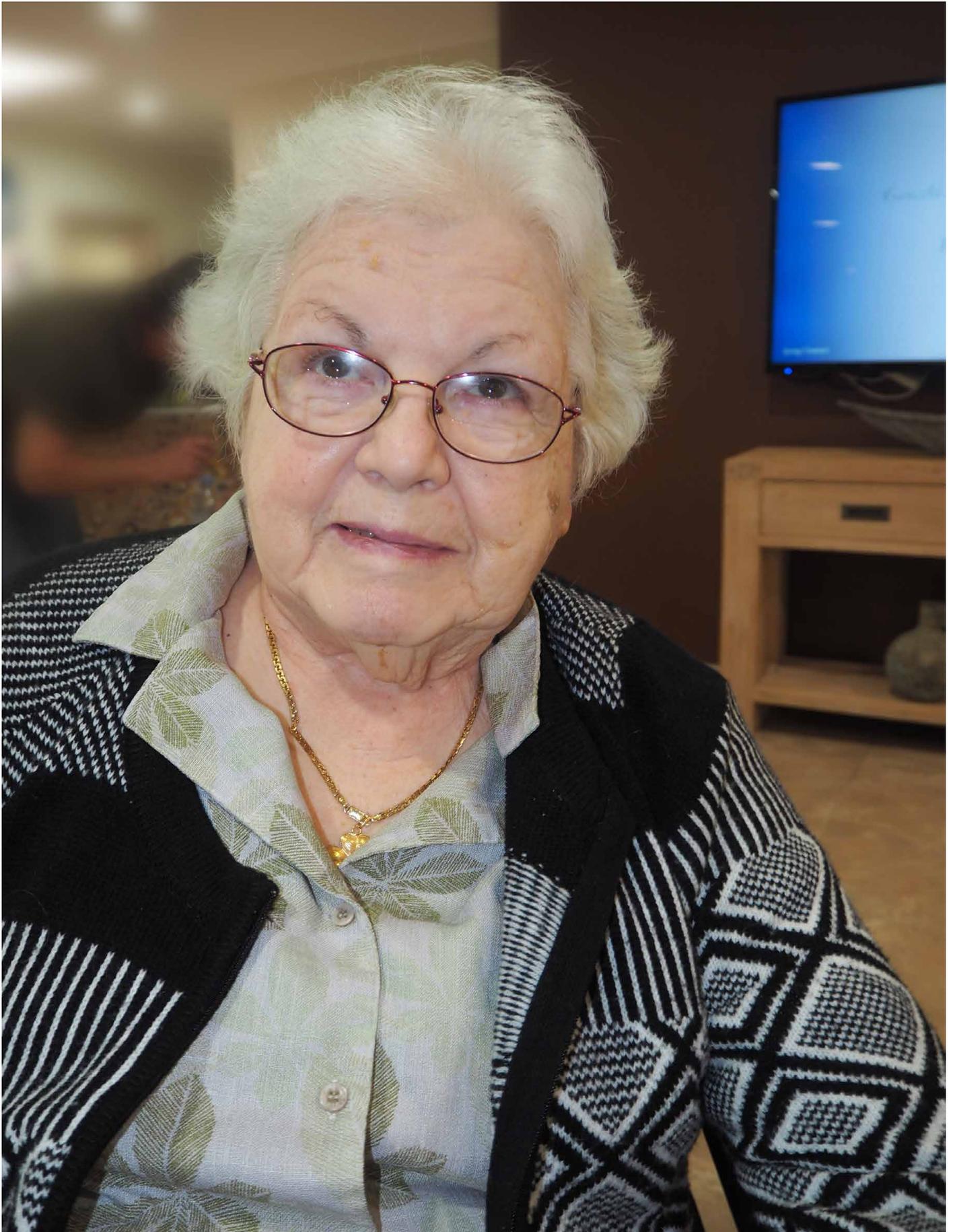
The education program during 2018 has focused on:

- Consumer experience and choice.
- Staff knowledge and competency in legislative and regulatory compliance.
- Staff competencies in infection control and manual handling.
- Continued embedding of Montessori principles and practice in the Memory support and high care units.

## RESEARCH

Melbourne University is continuing research into falls outcomes in regard to the Elsi smart floor in the high care unit.

RMIT is conducting a Frailty Pilot study involving the chiropractic students visiting program at Assisi the project is evaluating the impact of the introduction of the chiropractic service provided at Assisi—specifically as this relates to evaluating improvements in risk of falls measures.



Maria Sbisa

# HUMAN RESOURCES

## REWARD & RECOGNITION

Every year we celebrate the fact that our staff are our greatest asset by holding a Staff Recognition Ceremony which gives us the opportunity to acknowledge and celebrate Years of Service and Above and Beyond Awards.

The award categories and the winners for 2017 were:

### **Innovation & Continuous Improvement:**

Joint winners

Ammar Yasir (Catering)

Freya O'Connor (Admin)

### **Teamwork & Collaboration:**

Hari Kaur (Team Leader/Personal Care Assistant)

### **Faith, Mission & Values:**

Adele Licata (Team Leader/Personal Care Assistant)

### **Leadership:**

Ammar Yasir (Catering)

### **Excellence – Care & Service:**

Apel Mahmud

## YEARS OF SERVICE

### **5 Years:**

Tina Belvedere

Niranjala Colamba Thantrige Perera

Heather Hansen

Gemma Leombruni

Nasra Mohamed

Louis Tarquinio

### **10 Years:**

Mairead Greaney

Casey Hale

### **15 Years:**

Dianne Allport

Donna Ardley

Margaret Cavanough

Debra Hanley

Vicky Ivory

Marina Jakobovic

Bajramshahe Meta

Usha Rajaeeswaran

Silvana Ravell

Yussif Yakubu

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.

An excellent example is that of Debra Hanley who commenced at Assisi Aged Care as an Agency Personal Care Assistant in 1997 and becoming permanent a year later. She advanced to Team Leader in St Catherine and was promoted to Client Liaison in October 2017. The role of Client Liaison is a newly created and important position, which serves to bridge any gaps and foster relationships with residents, families and staff. Debra is perfect in this new role and is enjoying getting to know both residents and their families, orientating new staff and supporting their ongoing training and mentoring requirements - just a small part of her role.



Adele Licata, Apel Mahmud, Chairman Don Smarrelli, Hari Kaur, Freya O'Connor & Ammar Yasir

## STUDENT PLACEMENTS

Assisi Aged Care has this year provided

- 11 Initial Registration for Overseas Registered Nurses (IRON)
- 97 Diploma of Nursing
- 48 Cert III/IV in Ageing Support students

The opportunity to extend their industry knowledge therefore ensuring a strong focus on practical skills whilst at the same time assisting our staff and residents. four students have become permanent Personal Care Assistants at Assisi in the last financial year.

Comments received from IHNA and Living and Learning Nillumbik:

*“It has been yet another fruitful year of continuing this Clinical partnership with your prestigious organization. IHNA management would like to express our deepest appreciation to all your teams’ strong dedication of mentoring and empowering our trainees. A Special thanks to both Martin and Fiona for their warm reception of all students on their first day at Assisi, alleviating their anxiety and giving them a secure learning environment.”*

Saji Kunnumpurath,  
IHNA Campus Manager

*“In semester 1 this year we started a wonderful new partnership with Assisi Aged Care in Rosanna when they agreed to take some of our students from the Certificate III in Individual Support (Ageing, Home and Community) course for their practical placement component of the course. The staff and residents at Assisi embraced this opportunity and provided fabulous on the job training and support to our students and have employed one being considered for a position in the future. I would like to thank everyone at Assisi for their commitment to ensuring the highest quality training for our students and thereby ensuring the best care possible for care for your residents.”*

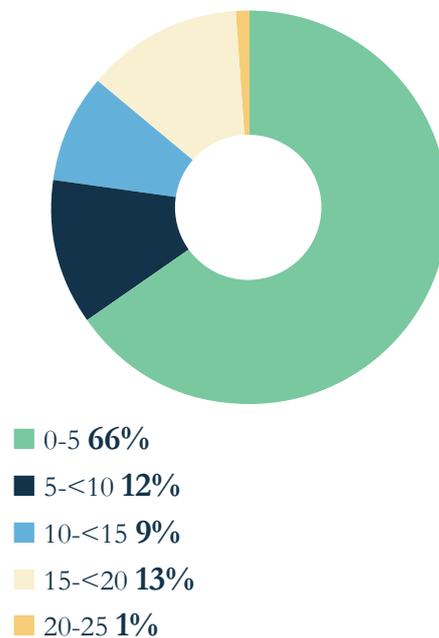
Maggie Clarke, Coordinator Living & Learning Nillumbik

## WORKFORCE STRUCTURE

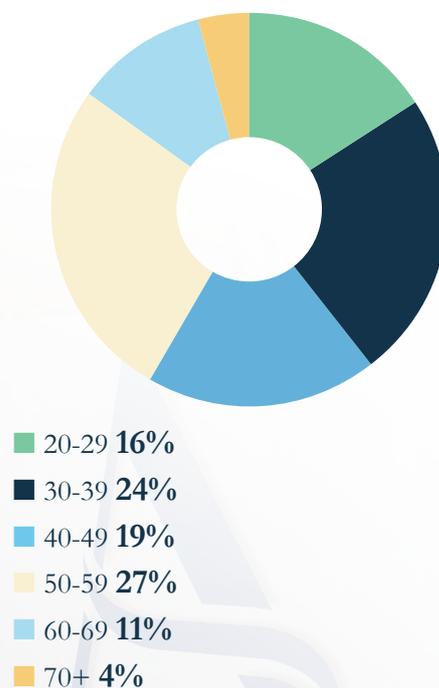
In accordance with the requirements of the Workplace Gender Equality Act 2012 (WGEA) in May 2018 Assisi Aged Care lodged its annual public report with the Workplace Gender Equality Agency.

Workplace Gender Stats	Female	Male
Board	3	9
Management	1	2
Professional staff	20	4
Care & Other Staff	128	21

## YEARS OF SERVICE



## EMPLOYEE AGE OVERVIEW



**“Assisi Aged Care has a diverse workforce and we strive to ensure a unified, positive and safe workplace.”**

# 10 Staff Members

Celebrated 15 years of service with us.



Mrs Concetta Moca, a resident of St Claire since April 2016, photographed here with her daughter (back left) Trish Iezzi, Debra Hanley(top right) and Yvette Elliott, Personal Care Assistant, previously a student with Learning Nillumbik.

# COMMUNITY & COMMUNICATIONS

Focus of the Community & Communications role include:

- Initial point of contact and facilitate an average of 50 enquiries per month regarding services provided by Assisi Aged Care.
- Conduct an average of 14 tours per month and provide admission and financial information to prospective clients.
- Management of the waiting list (currently standing at 165) for both respite & permanent care.
- Administration of the organisation's website and social network.
- Management of the digital menu displays.
- Management of the electronic visitor sign in system.
- Editing, production and distribution of the 'Notizie', Assisi's magazine published bi-annually.
- Editing, production & distribution of the Annual Report.
- Maintaining a relationship with 'Il Globo' newspaper to ensure regular promotion, including an annual feature in the 'Third Age' supplement.
- Managing staff in the area of reception.
- Providing administrative support to CEO, CFO & DOC.

The demand for a place at Assisi Aged Care remains very high, due not only

to the fact that we cater to the specific needs of the elderly Italian community but also because of the excellent reputation Assisi has forged over 26 years.

While the number of people on the waiting list is currently 165, this should not be a deterrent in applying. I am often asked how long the waiting period for a place at Assisi is. While this is difficult to determine due to circumstances beyond our control, a number of factors must be borne in mind. For example, not everyone on the waiting list is ready to enter at the time of application and not all applicants are ready to accept a room offer when this comes available. Some applicants like to plan ahead for a time when they feel they are ready, whilst others only consider aged care when circumstances dictate. While length of time on the waiting list is taken into account, the more pressing consideration is a person's urgency of need. Some of the factors that are taken into account include whether a person is currently in hospital and in need of residential aged care placement, whether they are unable to return back to their home and or the severity of their clinical care requirements.

While we understand the frustration that waiting can cause, we need to ensure that the vacancy is suitable and appropriate to the care needs of the prospective resident.

The Community and Communications Coordinator is available to conduct tours and provide comprehensive information on Assisi Aged Care and admission requirements, including financial guidance.

## HIGHLIGHTS

- Key member involved in the Assisi rebrand & launch.
- Managed the signage update and marketing collateral to reflect new branding.
- Introduction, implementation and training of the new electronic visitor sign-in system: 'Who's on Location'.
- Member of various committees and advisory groups including:
  - Business Management Committee
  - Adaptive Leadership Group (formerly Model of Care focus group)
  - Wellness Lounge
  - Assisi rebrand project
  - Annual volunteers luncheon
  - Staff Christmas celebration

**“Average  
occupancy  
98.33%”**

## KEY STATISTICS

Average occupancy	98.33%
Average age	87
Longest length of stay	25 years
Age of oldest resident	102 years
Age of youngest resident	71 years
Admissions	61
Male residents	32
Female residents	118

## MILESTONE BIRTHDAYS

<b>Mrs Boletta</b> in October 2018	102
<b>Mrs Cappellani</b> in November 2018	101
<b>Mrs Drago</b> in January 2018	100

## LOOKING AHEAD

We have engaged SWIM Communications to develop the exciting new website. It will have a modern and contemporary look, incorporating the new Assisi branding and colours launched in 2018. It is expected that the new Assisi Aged Care website will go live early in 2019.

Other branding improvements will involve the upgrade of the main entrance signage and directional signage inside the grounds, as well as the Assisi bus decals.

As a member of the Adaptive Leadership Group, the main focus of the Community & Communication Coordinator will be to review the pre-admission and admission processes

to incorporate consumer engagement framework principles in line with the new Aged Care Standards and to keep families fully informed.

We continuously strive to beautify the internal and external spaces as a walk through the centre will attest. The furniture in St Claire has been upgraded and work has commenced to do the same in St Catherine with completion planned prior to Christmas 2018.

**“61  
Admissions”**

## RESIDENTS BY REGION:





Ottorino Polidori

# PASTORAL CARE

Pope Francis is pointing the way to a new model of leadership in pastoral care: The Catholic Pastoral Care Approach.

Pastoral care is primarily a way of being present for others in an open and inclusive way. The pastoral carer is called upon to welcome all people, to walk with them in companionship, to offer support and to reach out in their diverse circumstances of need. It calls for carers to be at ease with ordinary practical and relational issues that face both co-workers and residents. Pastoral carers need to be available to talk about the human struggles and hopes that people are dealing with. Such conversation carry the spiritual dimensions of the challenge to authentic living and loving, whether or not God or religious beliefs are spoken about. These are the guidelines that pastoral carers follow here at Assisi Aged Care.

## HIGHLIGHTS

- June, 2017** St Anthony's feast day with the blessing and distribution of St. Anthony's bread as per tradition.
- August, 2017** St Claire's feast day, the feast of the Assumption of our Lady organised with Knights of Malta with Mass celebrated by Bishop Terry Curtin.
- September, 2017** Padre Pio's feast day
- October, 2017** St Francis of Assisi feast day
- November, 2017** All Souls Day
- December, 2017** Christmas Festivities
- January, 2018** Ash Wednesday
- March, 2018** Holy Week
- April, 2018** Easter Sunday festivities,

In April we also had a visit from the General Mother Superior of the Claretian Sisters.

I am happy to report that the TV streaming is now fully functional to the delight of the residents. Bedfast residents also ask for it to be on when Rosary is being recited in the auditorium so that they can pray with the rest of the residents.

Throughout the year, the Assisi Chapel was used to celebrate the 60<sup>th</sup> Anniversary of the Mercy Sisters and was also made available for weddings and funerals.

**“In 2017–18, volunteers have given 9,738 hours of their time to Assisi residents.”**

# LIFE AT ASSISI AGED CARE

The dedicated Lifestyle team at Assisi Aged Care supports residents to be independent and to live a full life with purpose and joy. This is done by being empathetic during challenging times and celebrating during the good times. We encourage continued family and community connections. We are always working together to meet the resident's specific needs, find new activities and to recreate and improve existing activities.

## RESIDENTS' INDEPENDENCE AND PURPOSE

Everyone has a sense of purpose and wants to choose how they spend their lives. At Assisi, residents are encouraged to be independent and are offered a wide range of activities that cater for varying physical and cognitive abilities. A monthly calendar of these activities is available in print and on the website. The program is now available in Italian and large print to support better access and choice.

Many residents at Assisi are proud of the gardens they maintain. Some assist with setting tables, raising money for important causes, cook traditional cultural dishes, help look after pets and assist with events. The effort and pride residents demonstrate through all these programs is rewarding and always appreciated.

## EMPATHY AND FAMILY

At Assisi, staff understand that life can be full of challenges. Moving into a new environment can be one of these. Staff spend time with residents to discuss and empathise during periods of transition and in times of need. This can be provided by having someone visit, sharing a coffee with friends in one of our many lounge/café areas or in a reminiscence or discussion group.

At the heart of most Assisi residents is their families and friends. Residents are encouraged to have contact with their loved ones as frequently as possible. Families are invited to Mother's Day, Father's Day, Easter, Christmas and other events throughout the year. To assist families and friends coming together event rooms, courtyards and other spaces are available for special occasions. Assisi staff are dedicated to helping residents find connections and assisted to use features such as skype, facetime and other applications to keep in contact, especially where distance is a factor.

## COMMUNITY

Assisi Aged Care has a strong sense of community where residents can connect and embrace life with an emphasis on maintaining their Italian cultural heritage. Some residents watch films and other play cards. There are residents that enjoy singing together and others like to knit. As well as individual and family connections, residents are given wonderful

opportunities to connect within the community. Many residents attend social, cultural or community groups. There is nothing like the sound of a bubbling 'caffettiera' and the smell of freshly brewed coffee.

Residents are given many opportunities to go on a wide variety of bus trips, with many residents going out every week! This includes trips to Italian history and art exhibitions, films, theatre, restaurants, cruises and much more. Assisi is also part of the Northern Community Network Group that communes with other groups for many celebrations throughout the year.

## PERSONALISING PROGRAMS AND INTRODUCING NEW PROGRAMS

Residents at Assisi are given the opportunity for their input in creating the Lifestyle program.

Some residents have asked for specific music programs, some are keen billiard players while others may want their nails manicured and painted for a special event or just like a little pampering. These are all excellent suggestions which have been incorporated into the program. For the emerging keen lawn bowlers a team has been created for competition in the warmer months.

Many residents have expressed a wish to keep physically active and Assisi has always provided regular exercise classes and walking groups.



Assisi Lifestyle team: Bernadette Thorley, Cameron Grace, Tony Bernardo, Anna Bedin & Penelope Aunger

This year we have increased the services provided by incorporating weights classes, resistance training and Tai Chi. These programs give residents more variety and choice in relation to their abilities and wishes and have been so popular that we have had to bring in extra seating to accommodate these classes. Some residents have even requested to go out to evening events, therefore the last 12 months has seen the introduction of some evening outings, including a tour of the Ivanhoe Christmas Lights and a night at an Italian Opera.

We are fortunate to have a devoted group of volunteers who work tirelessly to assist residents. Amazingly, in 2017–2018 they have given 9738 hours of their time. Many of these volunteers help residents who don't have families who can visit, assist residents to get to activities and give individual support and friendship. The connections made through these programs are so valuable and are at the heart of the Assisi community.

In the Memory Support unit, assisting the residents to be physically active has been a focus for the Lifestyle

team. There has been a large increase in regular games of bocce, ten pin bowling, balloon tennis and other physical games. This has brought a sense of fun and healthy competition for residents who have varying levels of dementia. In St Francis, the introduction of the Montessori Program has provided residents with access to more relevant activities to meet their specific needs. One of these has been the Art Therapy Program which gives residents with greater physical needs, a chance to be creative.

## HIGHLIGHTS AT ASSISI

In 2017/2018 Assisi has held many big events. Some of these have been:

- Italian Day Lunch and Concert
- Animal Farm visiting for World Wilderness Week
- World Cup celebrations
- Bella Lingua Babies Play Group and Italian class
- The Refugee Week event
- Bastille day and Indian day celebrations
- Ferragosto summer party
- Opera and Veneto day

- Local students visiting for concerts and Italian conversation
- Piedmont cultural winter party
- Senior style shop opening

## FUTURE PRIORITIES AT ASSISI AGED CARE

The 2018/2019 Lifestyle Priorities are to:

- Continue to offer a wide range of activities with a focus on Italian culture and community
- Provide a home like environment that meet individual needs

- Offer a high level of customer service that uses feedback and the Consumer Directed Care model and principles
- Invite residents to all services available on offer in a professional and consistent manner
- Support and grow the Volunteer Program
- Introduce the Montessori Program into the three remaining Units
- Recruit and support a highly skilled Lifestyle team



Lee Rabbito with her father Felice Paiola



Maria Ozzimo & Noemi Fabris

# SECTION 3.

## FINANCE REPORT

Assisi Centre Limited is a public company limited by guarantee under the Corporations Act 2001 and is registered with the Australian Charities and Not-for-profits Commission (ACNC) as a charity. During the financial year the organisation changed its legal entity from an Incorporated Association to a Company Limited by Guarantee.

Financial performance resulted in an operating cash surplus before depreciation for the year of \$1,969,000 (2017: \$1,995,000) and a net surplus of \$164,600 (2017: \$634,100).

Total revenue of \$14.7M (2017 \$14.0M) reflecting an increase from government and resident fee income from \$227.40 average per resident per day to \$233.12. Occupancy maintained an average in excess of 98% with a

strong waiting list for residential care.

Overall operating expenses increased 8% to \$14.5M including a 32% increase in depreciation following revaluation of the buildings at 30 June 2017. Labour and related costs increased 6%, and represent 77% of government and resident fee income. Full-time equivalent staff increased from 96.89 to 102.35 during the year to maintain care need ratios. After labour, maintenance represents the most substantial part of the expenses and included an 8% increase this year. Building related maintenance costs increased over \$50,000 from the prior year to over \$118,000 maintaining the extensive amenity across the facility at a high standard.

An amount of \$300,000 was spent on upgrading amenities, equipment

and furniture throughout the facility during the year. Expenditure on the next significant development for construction of independent living accommodation at Assisi amounted to \$600,000 throughout the year.

Assisi Aged Care 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 2018 deposits held amounted to \$39,596,000. Deposits received during the year amounted to \$14,318,000 and \$11,658,000 was refunded. Cash held in banks and deposit taking institutions increased during the year by \$3,800,000.



CFO, Greg Shaw & Finance Officer Mairéad Greaney

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
<b>Revenue</b>		
Commonwealth funding & resident fees	12,463,363	11,925,373
Resident accommodation revenue	1,249,269	1,211,517
Interest income	631,544	591,838
Fundraising & other income	72,454	85,958
Rental & other business income	155,361	143,953
Grants & donations	86,709	67,967
<b>Total revenue</b>	<b>14,658,700</b>	<b>14,026,606</b>
<b>Expenses</b>		
Employee benefits and management fees	9,647,497	9,081,472
Depreciation and amortisation	1,801,260	1,361,356
Catering provisions and expenses	569,053	558,202
Facility cleaning and maintenance	737,545	684,579
Resident care and support programs expenses	639,486	627,777
Other costs of accommodation	424,811	435,009
Communication and administration expenses	622,378	581,944
Other expenses	49,027	62,141
<b>Total operating expenses</b>	<b>14,491,057</b>	<b>13,392,480</b>
Operating surplus for the year	167,643	634,126
Other comprehensive income for the year		
Revaluation of property	-	19,168,519
<b>Total comprehensive income for the year</b>	<b>167,643</b>	<b>19,802,645</b>

## ASSISI CENTRE INCORPORATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	2018	2017
	\$	\$
<b>Assets</b>		
Current assets		
Cash and cash equivalents	30,037,556	26,236,628
Trade and other receivables	4,205,372	8,246,087
Prepayments	171,296	133,657
<b>Total current assets</b>	<b>34,414,224</b>	<b>34,616,372</b>
Non-current assets		
Property, plant and equipment	59,959,663	60,860,403
Intangible assets	4,800,000	4,800,000
<b>Total non-current assets</b>	<b>64,759,663</b>	<b>65,660,403</b>
<b>Total assets</b>	<b>99,173,887</b>	<b>100,276,775</b>
<b>Liabilities</b>		
Current liabilities		
Trade and other payables	610,913	683,566
Employee benefits	1,534,532	1,381,624
Short-term financial liabilities	43,446,218	44,829,214
<b>Total current liabilities</b>	<b>45,591,663</b>	<b>46,894,404</b>
Non-current liabilities		
Employee benefits	195,460	163,250
<b>Total non-current liabilities</b>	<b>195,460</b>	<b>163,250</b>
<b>Total liabilities</b>	<b>45,787,123</b>	<b>47,057,654</b>
<b>Net assets</b>	<b>53,386,764</b>	<b>53,219,121</b>
Equity		
Retained surplus	9,598,986	9,431,343
Asset revaluation reserve	43,787,778	43,787,778
<b>Total equity</b>	<b>53,386,764</b>	<b>53,219,121</b>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
Cash flow from operating activities		
Receipts from operating activities	13,840,173	12,957,391
Payments to suppliers & employees	(12,594,530)	(11,793,438)
Chapel ceremonies	8,398	4,959
Committee fundraising	57,647	67,965
Donations & grants received	63,494	38,020
Interest received	565,178	662,905
Rental income	106,111	100,949
<b>Net cash provided by operating activities</b>	<b>2,046,471</b>	<b>2,038,751</b>
Cash flows from investing activities		
Purchase of property, plant & equipment	(900,541)	(345,726)
Proceeds from disposal of property plant & equipment	227	3,532
<b>Net cash used in investing activities</b>	<b>(900,314)</b>	<b>(342,194)</b>
Cash flows from financing activities		
Net movement in trust funds held on behalf of residents	(4,802)	(480)
Lease finance principal payments	0	(36,000)
Bonds repaid	(11,658,667)	(7,575,956)
Bonds received	14,318,240	12,173,532
<b>Net cash provided by financing activities</b>	<b>2,654,771</b>	<b>4,561,096</b>
<b>Net increase in cash and cash equivalents</b>	<b>3,800,928</b>	<b>6,257,653</b>
<b>Cash and cash equivalents at beginning of financial year</b>	<b>26,236,628</b>	<b>19,978,975</b>
<b>Cash and cash equivalents at end of financial year</b>	<b>30,037,556</b>	<b>26,236,628</b>

Total revenue of  
**14.7 Million**

## DONATIONS & BEQUESTS

### DONATIONS OVER \$5,000

Estate of Guido Polano  
(made annually by the State  
Trustees) \$18,172

### DONATIONS OF \$500 (PLUS)

The Australian  
- Italian Leaders of  
Tomorrow Association \$500

Provider Assist \$720

Russell Kennedy Lawyers \$1,000

Associazione Trevisani  
Nel Mondo \$1,000

Sardinian Cultural  
Association \$1,500

In Memorium \$1,535

Comitato di Santa Maria  
del Popolo di Carpineto  
Romano \$2,000

Toccolan Club (Golf Day) \$3,000

## GRANTS

The Lorenzo & Pamela  
Galli Charitable Trust  
- The Establishment of  
and equipment for the  
Resident Wellness Lounge \$40,000



Nello Fabris

# PROPERTY REPORT

## PROJECT MANAGEMENT UNIT

The Project Management Business Unit's primary function is to manage all property, services and maintenance issues for Assisi Aged Care including the convent and grounds.

The Unit is also responsible for providing secretarial services to Assisi Centre Limited Board, organising or assisting in fundraising events such as the annual Assisi Race Day and Golf Day and managing the community organisations and businesses renting or using the Assisi premises, including telecommunication companies using the telecommunication tower on the Assisi grounds.

## BOARD MATTERS

During 2017/18, Assisi Centre Incorporated, an incorporated association converted to Assisi Centre Limited, a company limited by guarantee. This required a change of legal structure, a change in registration with various government authorities and the creation of a new constitution. The Project Management Business Unit was responsible for the orderly and timely coordination of this process which included liaison with our solicitors, the development of options papers for the Board and communicating with Assisi members, including organising a vote on this historical change at the Annual General Meeting.

## PROPERTY

A number of minor property projects were undertaken throughout 2017/18. These included:

- The reception area was refurbished to improve functionality, and increase our capacity to monitor incoming and outgoing visitor and resident traffic and to reduce the disruption caused by noise from the auditorium.
- The majority of the carpet was removed from St Claire and replaced with vinyl flooring which has enhanced the aesthetics of the unit. St Claire passageways, lounges and dining room were also repainted.

To enhance the amenity for residents, CCTV was installed in the auditorium to enable activities such as the celebration of mass to be streamed live to residents' rooms for those who may be unable to attend. Magnetic hold-open devices were also installed on several heavy doors. These doors are now permanently open enabling easier passage for residents (these doors automatically release and close in a fire emergency). Glass panels were also installed on several doors to improve safety by greater enabling visibility for residents and staff.



New look reception



## MAINTENANCE

Maintenance is separated into two categories: essential safety measures (ESM) maintenance and non-ESM maintenance.

Assisi Aged Care engages FM Essentials to coordinate the provision of ESM. Their brief is to contract maintenance contractors to regularly undertake preventative and reactive maintenance of all ESM at Assisi, to ensure compliance of these services at all times with Australian Standards and government and building regulations. These services include air-conditioning, fire prevention, detection and warning systems, electrical switchboards and power distribution, emergency and exit lighting and paths of travel.

All inspections and maintenance of ESM was undertaken throughout 2017/18 as scheduled at a cost of approximately \$150,000. Additionally, \$20,000 was spent during the year to repair all smoke and fire doors throughout the facility and \$13,000 was allocated to upgrade emergency and exit lights.

The Project Management Business Unit also oversees the completion of all non-ESM maintenance issues such as changing lights, testing and tagging electrical appliances, minor plumbing problems, painting, repairing beds, furniture, doors and windows and addressing a myriad of other handyman type issues. During 2017/18, our maintenance officer and external contractors resolved over 2,000 maintenance issues that were logged onto our internal management system, MANAD.

## 2017 ASSISI RACE DAY

The 2017 Assisi Aged Care Race Day was held on 26 August at the Moonee Valley Race Club. It was another successful Assisi function attended by 220 guests who had a wonderful day and helped raise over \$8,000.

The function was organised by the Assisi Aged Care Race Day Committee and supported by the Assisi Women's Committee who were instrumental in ensuring the day went smoothly, preparing hampers, selling raffle tickets and collecting proceeds.

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

Most of the funds raised was through the raffle and the live and silent auctions. Assisi is fortunate to have many loyal corporate supporters who donate many valuable items. We extend our appreciation and gratitude to all our sponsors who supported this function and other Assisi major events.

## 2018 GOLF DAY

The 2018 Annual Toccolan Golf Day was held again at the picturesque Kew Golf Club in late March. It was an enjoyable day of golf followed by a presentation dinner hosted by North Melbourne AFL star David King.

All proceeds from the day were donated to Assisi which has now been the beneficiary of this Annual Golf Day since 2012. The very generous amount of \$3,000 was raised on the day. This successful day was made possible by all the players, many generous sponsors and the hard work of Michael Giuliano, from the Toccolan Club.

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.

**“Over 2,000  
maintenance  
issues resolved  
in 2017/18”**



## CONTACT DETAILS

### **Assisi Aged Care**

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