



CELEBRATING LIFE

Annual Report
2018/19


ASSISI
AGED CARE

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

Our values are best reflected in the word "respect." For us, this stands for:

Residents and families first
Excellence in service and care
Staff development
Professionalism at all levels
Empathy in the workplace
Customer service
Teamwork and team building

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.

HISTORY

Assisi Aged Care was founded in 1993 as an initiative of leaders within Melbourne's Italian community. It was established as a not-for-profit religious and charitable organisation for Melbourne's elderly Italian population.

Located in the heart of Rosanna, Victoria, Assisi Aged Care is situated on the same property as a stunning 1920s-built Sisters of Mercy novitiate convent and chapel.

The first 90 beds—of the 120 granted by the Commonwealth Government—were opened in 1993 with the remaining 30 beds becoming available in 1997. Furthermore, after a \$21M upgrade in 2014, capacity was increased to 150 beds.

As a not-for-profit Commonwealth-accredited aged care provider, Assisi is governed by a Board consisting of 12 members—the majority having Italian backgrounds—from Melbourne's business and cultural community. As an organisation, we are committed to the provision of high-quality, up-to-date and culturally appropriate services for the Italian community.

With plans for an expansion of services to include an on-site retirement village and a wide range of amenities also located on the premises, the future for Assisi Aged Care is bright.

We look forward to being your preferred choice for aged care accommodation and services in Melbourne for years to come.



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SECTION 1.

Overview of Organisation: Major Achievements & Strategic Direction

CHAIRMAN'S REPORT

Don Smarrelli OAM

Welcome to the 2019 Annual Report.

The year in review reveals a high level of activity for both the Management and Board. From a management perspective, there have been several changes to personnel including the appointment of a new Chief Executive Officer, Chief Financial Officer, Director of Care and Director, Risk, Quality and Consumer Engagement. More importantly, we have seen the creation of several new roles in our quest to review and improve upon our standards and to ensure that our delivery of care remains at the highest level.

As I alluded to in last year's report, the Aged Care Sector was due to undergo a thorough review with the creation of the Royal Commission. The Commission's work commenced earlier in the year and continues at present. Whilst not anticipating any direct involvement, Assisi was called upon as a Case Study on the topic of Clinical Governance. Both myself and our newly appointed CEO, Paul Cohen attended the Darwin Hearings in early July to give evidence involving a matter where care had not been delivered to the level and standard that residents and families, not to mention management would have expected. Whilst the Commission's work continues, so does Assisi's.

Even prior to our appearance before the Commission, Assisi had already commenced a review of all aspects of care and governance and embraced the challenges that were to be met. Whilst we are well underway with our reforms, it will still remain an ongoing and sensitive challenge for our organisation. Amongst all the other events taking place, we had probably the most important one in October with our assessment against the new age standards. Without Accreditation we simply could not operate or conduct our business in the Aged Care Sector. I am pleased to report that we have been accredited for the full three years until 2022. The scrutiny and review process is onerous and probative and requires a high level of commitment by the organisation. On this note, I would like to acknowledge the hard work and dedication provided by the management team and our wonderful staff. From a personal perspective, I have had the privilege to speak to many staff members over the past six months on a variety of issues and I am extremely proud to say that

Assisi has a very loyal and dedicated team who take pride in providing services to our elderly residents. Keep up the great work and a sincere thank you.

Our relatively new management team has come under some difficult and trying circumstances and have worked extremely hard to ensure that Accreditation was achieved. I extend my appreciation to Paul Cohen, CEO, Jennifer Aird, CFO, Director of Care, Santosh Kumari and Jo Gatehouse, Director Quality, Risk and Consumer Engagement. I firmly believe that they are a formidable team capable of taking up any challenge that may come our way in the future.



I would also like to thank Greg Shaw, retiring CFO, for his dedication to the organisation over the last 9 years. The Board and staff wish Greg all the best in his retirement.

Like many other areas within Assisi, our wonderful volunteers have had a busy year. They were challenged on several fronts and came through with a revitalised and renewed vigour. I thank each and every one of you for your invaluable commitment in the way you assist with our residents. I note that we are currently in a recruiting phase for volunteers and would like to encourage any family friends and members to consider taking up a volunteer position.

My Annual Report would not be complete without an acknowledgment of the hard work undertaken by the Ladies Committee. Fund raising events require commitment and time to put together. Through the combination of these factors, Lilian Antonelli and her team have achieved extraordinary outcomes from events such as the Race Day and the Annual Dinner Dance. Their collective efforts have raised significant funds to assist with special projects which, in turn make life for our residents just that little easier and comfortable.

Our Board has over the past year undergone a transformation with several changes to the composition, owing to increasing and changing outside of work commitments. I would like to extend my heartfelt thank you to Tonina Gucciardo-Masci, Frank Gucciardo and Nadia Gianello for their loyalty and commitment during their time on the Board. Their collective efforts have been instrumental in guiding Assisi through a period of change and ensuring that the Centre continues in its quest to provide the highest level of services possible to our residents. An enormous thank you, also goes, to the remaining Board members. Despite a somewhat interrupted year, the Board's vision and commitment has remained focussed at all times; ensuring that Assisi would remain at the forefront of Aged Care facilities.

The year is rapidly coming to an end, but that does not mean things come to a standstill. Board and management have much to do in keeping the Centre moving in the right direction. In December, we have scheduled a Strategic Planning Day to determine our future path for the next three-year period. Furthermore, the Board remains committed to proceeding with the future development

of Assisi and hopes to be in a position to finally lodge a planning application soon after the new year. I have previously reported this issue, but due to ongoing work on the proposed scheme, changes and alterations have impacted on the concept drawings and time frames. There will be further news on this in the early part of 2020.

Which, now brings me to an important part of the year, where family and special times become important. On behalf of myself and the Board of Assisi, I extend to all the Assisi family very special best wishes for a joyous and Happy Christmas and a safe and prosperous New Year.

Don Smarrelli OAM
Chairman



CEO REPORT

Paul Cohen

I joined Assisi Aged Care in the final week of May 2019, the last few weeks of the reporting year. Assisi is a beautiful organisation with our residential area set as a backdrop to the majestic convent building and gardens. An iconic image for the thousands of people who regularly commute past the gates each day.

I remember having my breath taken away the first time I drove through the gates and taking photos of the property, which I still proudly show to family, friends and other acquaintances.

What most of these commuters won't know is that every day of the year, our care teams provide twenty-four hour care for our residents. Whether assisting with personal care, preparing and serving meals or delivering pastoral and lifestyle support. They don't see the care and love that I witness each day from our teams. It is powerful and often moving.

During the year, Assisi was home to an average of 147 people with a long waiting list reflective of the good name the organisation enjoys within the Italian community. The organisation continued to be fully accredited and compliant with all Aged Care Standards. Assisi also continued to deliver care that was culturally appropriate to our community of residents.

While it is hugely important to be fully accredited, we need to see accreditation as the entry level to running Assisi Aged Care. In the same way as a driving license might allow someone to drive a car, but doesn't on its own make them a good driver. We talk about the privilege of being entrusted with providing care and service to our community, our challenge is to ensure this privilege drives levels of care higher than the accreditation standard.

The previous year's annual report references aged care's changing landscape. This continued at a fast pace through the year to June 2019. Assisi, along with the rest of the sector, prepared itself for the pending introduction of new aged care standards and the Aged Care Safety and Quality Commission, both of which came into effect from July 2019. The work of the Royal Commission was also ongoing throughout the year.

From January, it was clear that these developments require a sophisticated approach to organisational governance and management. It is also clear that the

changes will be in step with public expectations of clinical accountability and care. All factors causing residential aged care providers to look long and hard at the services they provide.

Assisi is embracing these challenges. During 2019, it became clear that we would be required to provide evidence to the Royal Commission. While that event occurred during the following financial year, Board moved quickly to address an area where care hadn't been provided at the standard they expect. This work is happening organisation-wide, but has to complement the daily care and love that our staff provide. It is a delicate challenge, and it takes time to deliver properly, but it's one our team is embracing. We are confident the improvements required by all of us are occurring, and at a rate that will ensure sustainable change.

I look forward to discussing these changes at far greater length in my next report.

Paul Cohen

CEO





Nuccia Bascetta - Assisi's first resident

BOARD OF DIRECTORS



Don Smarrelli OAM
Board 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. Now retired, he has held a number of senior positions in the Finance Industry. Paul continues to work tirelessly 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, at all times complying with strict Government requirements, at all times ensuring that residents are actively part of the community they live in.



Adrian Finanzio SC

Adrian was appointed to the Board in 2017. 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 Victorian Bar Council, 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).



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.

BOARD OF DIRECTORS



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 Medal in 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, one of the world's largest professional services and advisory firms.

Don is a member of Deloitte Asia Pacific Audit & Assurance Executive and is currently the Leader, Clients & Industries and Capture & Defend for Audit & Assurance.

Don is one of Deloitte's most experienced senior audit partners with over 36 years of professional experience, 24 years as a partner, in servicing large multinational organizations.

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.

Don is also a Board Director of Jesuit Education Australia Limited and a co-opted Board Member of Co.As.It.



Tony Salce

Tony was appointed to the 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.



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.

BOARD OF DIRECTORS



Frank Gucciardo

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

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



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.



Nadia Gianello

Nadia was appointed to the Assisi Board in 2012. She holds a BA Degree majoring in Italian from the University of Melbourne. Nadia has been a travel consultant with Mirabella Travel since its virtual inception and has been manager of the two offices for nearly 26 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 Veneta Club, CoAsit & Vicentini nel Mondo Club. Nadia has over 45 years' experience in travel with vast corporate and leisure based clients.



Tonina Gucciardo-Masci

Tonina was appointed to Board of Assisi Aged Care in 2015. With qualifications in social science and professional development, Tonina has over 30 years' experience working in the areas of access and equity and cultural diversity. For the past 10 years she 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 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.

SENIOR MANAGEMENT TEAM



Paul Cohen - CEO

Paul was appointed as Interim Chief Executive Officer for Assisi in May 2019. Paul has enjoyed a long career as a senior leader in government, health and the higher education sectors.

Originally from London, Paul emigrated to New Zealand in 1990 and worked at the Treasury and in the Ministry of Health, where he served as General Manager of the New Zealand Health Information Service from 1996 to 2000. While in this role, Paul was recognised as "CEO of The Year" by ComputerWorld magazine for delivery of leading-edge health information infrastructure into the health sector.

Paul moved to Australia in 2000 and worked in a variety of executive roles at Barwon Health in Geelong for over fourteen years, including eighteen months as Interim CEO. Barwon Health is the largest public health service across the south-west, responsible for hospital, aged care, community and mental health services with a budget of over \$700 million and 7,000 staff.

Prior to joining Assisi Paul spent two years as Chief Operating Officer for Melbourne University's health faculty.



Jennifer Aird - CFO

Jennifer was appointed as Chief Financial Officer of Assisi in July 2019.

Jennifer has 15 years experience in finance roles across a range of industries, including 7 years within the Healthcare industry. Previous roles include Group Financial Controller and Acting Chief Financial Officer at BlueCross, a Victorian based residential aged care and community care provider.

Jennifer holds a Bachelor of Commerce (Accounting) from Monash University and is a member of the Institute of Chartered Accountants Australia & New Zealand.



Santosh Kumari, Director of Care

Santosh was appointed Director of Care at Assisi in September 2019.

Santosh is a registered nurse with over a decade of experience working in acute and aged care settings and in clinical care management. Santosh has qualifications and extensively trained in areas of dementia care, wound management and OH & S.



Greg Shaw - CFO - Retiring

Chief Financial Officer - Greg Shaw holds accounting qualifications and has over 40 years experience in management and financial accounting roles.

Greg joined Assisi Aged Care 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 Board of Assisi.

HUMAN RESOURCES

REWARD & RECOGNITION

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

The award categories and the winners for 2018 were:-

Employee of the Year

Nibedan Baral

Emerging Leader

Laudi Moufarrej (Team Leader/Personal Care Assistant)

Faith, Mission & Values

Anna-Louise Nancarrow (Personal Care Assistant)

New Employee (Outstanding Performance)

Lawrence Ferguson (Laundry Supervisor)

YEARS OF SERVICE

5 Years

Luigia Cannata;
Vicki Koetsveld;
Debbie Smith;
Grazia Mamone;
Kamran Yousaf

10 Years

Connie Iorfino;
Najwa Mrad;
Kristina Kernjak

15 Years

Terry Fitzpatrick;
Anna De Lorenzo;
Khaali Weheliye;
Inba Ariyathurai;
Saido Yusuf;
Jenny Harrison;
Sue Roffey

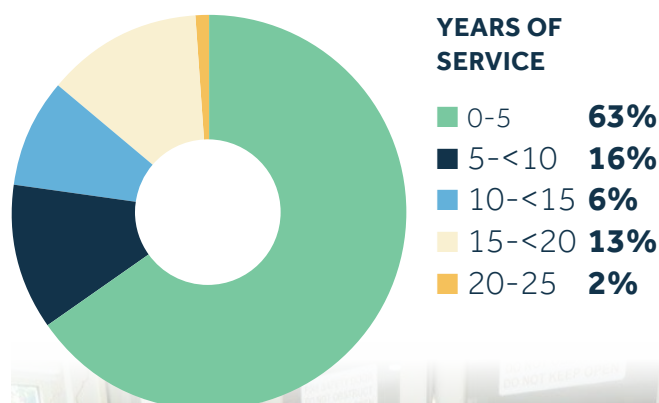
25 Years

Teresa Mirabilio

WORKFORCE STRUCTURE

In accordance with the requirements of the Workplace Gender Equality Act 2012 (WGEA) in May 2019 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	14	6
Care & Other Staff	132	18



Laudi Moufarrej - Emerging leader award



Manuela Allegretti, Lifestyle Assistant & Mr Bottaro

PASTORAL CARE

Our Spiritual Care Program provides support to residents in a way which is empowering, respectful and in line with Assisi Aged Care mission and values. Residents are encouraged to find their voice and make their own choices.

Spiritual Care works alongside all areas of care and maintains and supports relationships with both residents and families alike to provide holistic care.

We walk together with residents through their journey from admission to end of life.

Our chapel becomes a place for staff and residents to say their final goodbyes. Resident families are presented with a Memorial Candle for them to light in honour of their loved one.

This year has been a very fruitful and eventful time. In addition to regular religious feast days and events, residents engaged in:

- Daily Rosary and weekly Mass
- The Feast Day of St Anthony (blessing of the bread and prayer cards distributed to all residents)
- The Feast day of Saints Catherine, Padre Pio, St Francis and St Claire (all residents received prayer cards of each saint in Italian).
- Holy Week, Ash Wednesday, Washing of the Feet (Twelve residents volunteered to represent the apostles and Father Vito washed their feet on Holy Thursday)
- Easter Sunday festivities
- Christmas festivities inclusive of concerts in each Unit featuring Italian Christmas carols
- Our Lady of Lourdes and the Knights of Malta Mass celebrated by Bishop Terry Curtain
- Our Lady of Tears Mass celebrated by Fr Vito and the Committee of Our Lady of Tears
- All Saints and All Souls Days

Throughout the year residents are gifted religious icons such as small prayer crosses made in Jerusalem from olive wood, and which were very well received by the residents; miraculous medals of Mary, prayer cards and rosary beads. These gifts provide residents with religious familiarity and cultural significance.

Other Spiritual activities seek to re-engage residents with community, friends and activities familiar to them before coming into aged care. Such activities allow residents to maintain social ties, self-worth and be empowered. One such resident, Diana Colangelo assisted in organising her luncheon which included being involved in choosing attendees, invitations and menu.

Further planning for 2019 will bring a Resident Support Group which will have its inaugural get together on 24 October 2019 with a speaker from Dementia Australia. The group will serve to provide resident families with a safe, supportive space where they can come together and share their experiences.

Later in 2019, we look forward to an annual memorial service in remembrance of residents who have passed away and in support of their families.

Spiritual Care also recognises the importance of acknowledging and validating our staff by facilitating events to support them through:

- National Nurses Week where an ecumenical service was held in their honour with a candle ceremony in May
- R U OK Day
- A guest speaker from Beyond Blue to discuss depression and Anxiety

Spiritual Care at Assisi continues to enhance the support offered to our residents, families and friends together with guidance, support and resources used through our membership with Meaningful Ageing, and through the assistance of the Claretian Sisters and Fr Vito Pegolo.





Lina Piu

DEMOGRAPHICS

KEY STATISTICS

Average occupancy.....	97.93%
Average age.....	88
Longest length of stay	26 years
Age of oldest resident	101 years
Age of youngest resident	72 years
Admissions	63
Male residents.....	29
Female residents	115

MILESTONE BIRTHDAYS

Mrs Drago.....	101
Mrs Porta.....	100



Mrs Porta on her 100th birthday

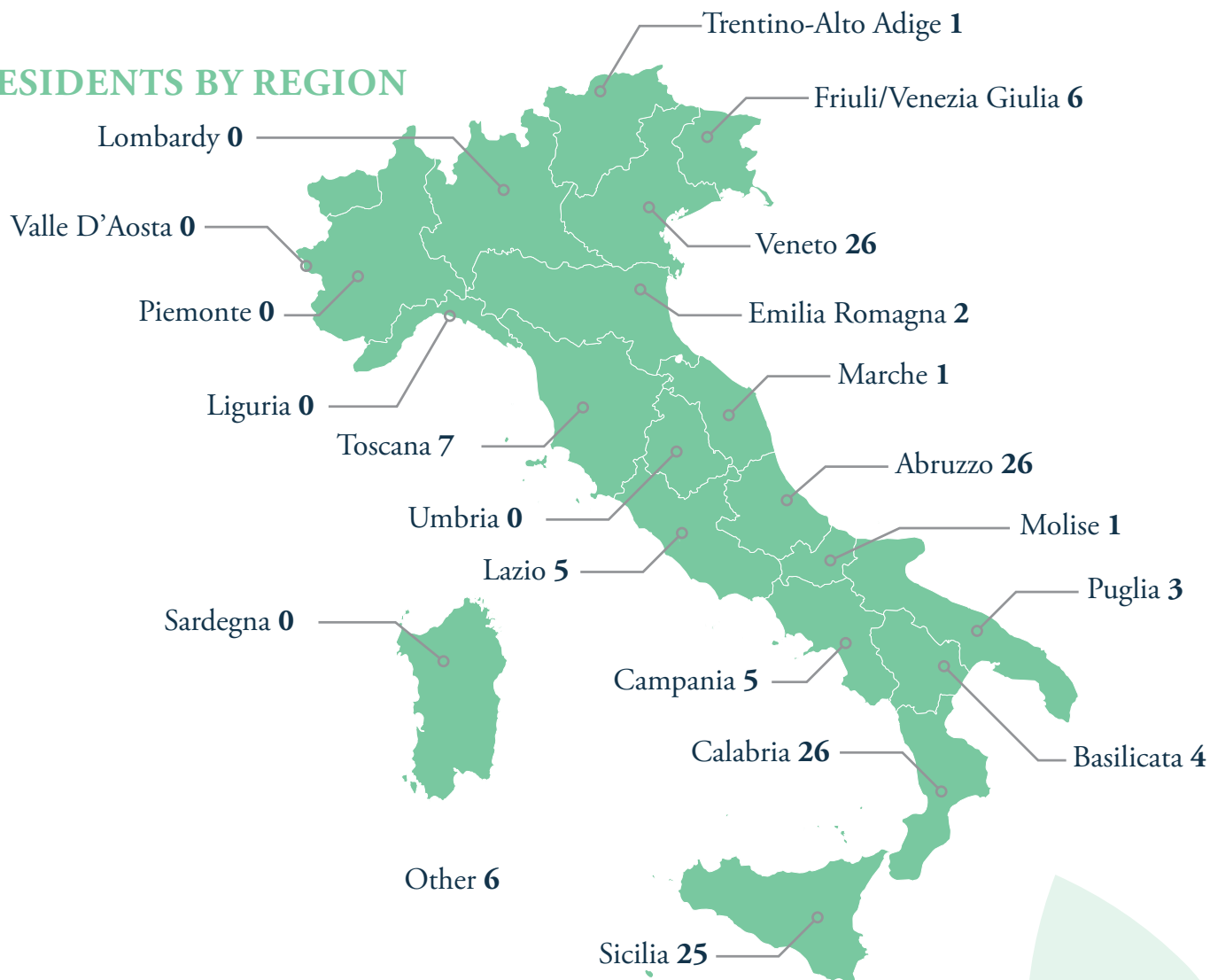
Admissions

63

Average Occupancy

97.93%

RESIDENTS BY REGION



*Tony Bernardo, Lifestyle Assistant
& Mr D'Atri enjoying happy hour*

LIFESTYLE

Whether it is exercise or artistic endeavours, cultural celebrations or time in the garden, interacting with children or bus trips around Melbourne, the lifestyle program has something for everyone! At Assisi we are constantly striving to improve and meet the individual needs of residents and welcome any suggestions about activities that could be incorporated into our program.

Following feedback from our residents, the last year has seen an increased variety of exercise programs being offered. Our residents have participated in a range of activities focused on gentle exercises and strengthening exercises. We have introduced chair yoga and Tai Chi, both run by specialist instructors and have also continued other physical games much as bocce, balloon tennis and the ever popular 'noodle soccer'.

Increasingly, in the last year, the lifestyle program has been driven by the residents. This has led to more variety in the exercise program. The residents of Assisi are enthusiastic and have a healthy level of competitive spirit.

The lifestyle calendar includes Italian & international cultural celebrations. Every month we cook a traditional dish from a different region of Italy. A recent featured dish was a Calabrian quail and polenta dish. The residents also requested that they would like to make vegetable sottaceti or sottolio and enjoyed making jars of olives and smoked red peppers in the traditional Italian way.



Ernesto Capannolo

We also observe the feast day of the 5 saints after which the units are named. These will continue throughout the year, as well as days to mark Remembrance Day, anniversaries and any other special days significant to the residents of Assisi.

Other events enjoyed by the residents this year included: the festival for Migration Day, celebrating residents' personal stories of arriving in Australia; a visit and morning tea for La Befana; parties for Carnevale and Ferragosto. We have also introduced regular travel discussions and reminiscence sessions.

Following feedback and input from residents and families, a new display will be hung in St. Claire that will include images from the residents' past; a celebration of their history, culture and achievements.

Throughout the year, we have found that some of the residents have hidden talents as experienced artists who have a passion for sketching and painting. This has given rise to regular painting and art classes that enable our residents to continue past interests and others to explore new activities. The establishment of this group resulted in our own art exhibition where the artwork was featured.

History tells us that St Francis of Assisi created the first nativity scene. In recognition of this, residents of St Francis have been busy creating pieces for a nativity scene to be on display at Christmas in 2019. Italians have had a long history of making and displaying their own nativity scenes at Christmas and this project has evoked much nostalgia and reminiscence. The project has involved a range of different activities, including papier mache, salt dough, painting to textile crafts, all of which have enabled many residents to be involved in different ways. Much of the project has been made with recycled materials supplied by different departments at Assisi. Stay tuned for more information!

Staying in touch with the wider community is very important to our residents. This year has seen the return of visits from students from Genazzano College and Marcellin College. In addition to this, the residents receive regular visits from the adorable children from the good start early learning centre. This is clearly a highlight for the residents who engage with the children in a variety of ways. The joy this brings to our residents can be seen in their faces.

The gardening program is another very popular activity, as many residents were avid gardeners in their younger days. The program was expanded with new raised gardens boxes installed for better access for all residents. The warm weather brings with it more outdoor activities, including barbeques which encourage our residents out into the gardens and piazza. For the residents who like to travel and get out in the community there have been bus trips to many locations and experiences including exhibitions, cruises, theatre shows, iconic Melbourne sites and community and cultural groups.

It's been a busy year! Next year sees us expanding our program to include activities over the weekend. We value your feedback and thoughts so please do not hesitate to speak with a member of the lifestyle team if you have some ideas about activities that we could incorporate into our program.



Nello Fabris with his works of art



Mr & Mrs Cortese & Giulia Bonfigli (Middle)

VOLUNTEERS

Volunteers play an important role in aged care and their contribution to the lives of residents and staff is invaluable. Regular meetings are now held and training offered in areas such as, assisting at meal times.

Our volunteers assist in areas of both religious and lifestyle activities which brings joy and companionship to residents, families and volunteers alike. Next year we will be providing our volunteers with education in dementia, pastoral care and assisted feeding. Our volunteers are an integral part of our facility and we appreciate the richness they bring to our residents' lives. We also look forward to recruiting more volunteers in the year to come.

Not including our Ladies Committee and Men's Choir, we are currently assisted by 25 regular volunteers, who work across all areas of care from Lifestyle activities to Spiritual Care and religious activities. Our volunteers work across the whole week including weekends. The Ladies Committee work tirelessly to fundraise on Assisi's behalf to provide the residents and facility with items to further enrich resident lives. The Men's Choir provide residents with valuable moments of musical festivity.



Vittoria Vivan, Elizabeth De Amices (volunteer) & Palmira Sorani



Father & daughter – Guido Rontani & Vanda Schirippa who also volunteers at Assisi

SECTION 3.

Financial Performance

FINANCE REPORT

Assisi Centre Limited is a public company limited by guarantee under the Corporations Act 2001 and is registered with the ACNC as a charity.

Financial performance resulted in an operating cash surplus before depreciation for the year of \$1,469,000 (2018: \$1,969,000) and a net deficit of \$335,000 (2018: surplus \$168,000).

Total revenue \$14.9M (2017 \$14.7M) reflecting an increase from Government and resident fee income from \$231.47 average per resident per day to \$239.25 and included temporary increase in funding rates which offset the below trend occupancy period during the year. Occupancy maintained an average in of 98% for the year, slightly below the prior year record levels. A fall in accommodation income was offset by an increase in interest income from increased Accommodation Deposits cash on deposit.

Overall operating expenses increased 6% to \$15.3M. Labour and related costs increased 6.7%, which costs represent 80% of Government and resident fee income. Resident care and support programs expenses increased

10% including therapy programs associated with the increasing mobility issues for aging and residents entering residential care. The Royal Commission into Aged Care Quality and Safety increased the administrative burden on the Company during the year also impacting on the result.

An amount of \$564,000 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 \$244,000 throughout the year.

Assisi 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 2019 deposits held amounted to \$46,736,000 (2018: \$39,566,000). Deposits received during the year amounted to \$15,168,000 (2018: \$14,318,000) and \$7,966,000 (2018: \$11,658,000) was refunded. Cash held in banks and deposit taking institutions increased during the year by \$7,789,000 (2018: \$3,800,000).

Total Revenue

14.9m

FINANCE

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2019

	2019	2018
	\$	\$
Revenue		
Commonwealth funding & resident fees	12,810,726	12,463,363
Resident accommodation revenue	1,126,691	1,249,269
Interest income	768,342	631,544
Fundraising & other income	77,548	72,454
Rental & other business income	138,542	155,361
Grants & donations	30,967	86,709
Total revenue	14,952,816	14,658,700
Expenses		
Employee benefits and management fees	10,292,360	9,647,497
Depreciation and amortisation	1,799,098	1,801,260
Catering provisions and expenses	573,415	569,053
Facility cleaning and maintenance	629,383	737,545
Resident care and support programs expenses	700,464	639,486
Other costs of accommodation	437,948	424,811
Communication and administration expenses	792,010	622,378
Other expenses	63,398	49,027
Total operating expenses	15,288,076	14,491,057
Operating surplus for the year	(335,260)	167,643

ASSISI CENTRE INCORPORATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2019

	2019	2018
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	37,826,734	30,037,556
Trade and other receivables	2,228,345	4,205,372
Prepayments	138,850	171,296
Total current assets	40,193,929	34,414,224
Non-current assets		
Property, plant and equipment	58,966,162	59,959,663
Intangible assets	4,800,000	4,800,000
Total non-current assets	63,766,162	64,759,663
Total assets	103,960,091	99,173,887
Liabilities		
Current liabilities		
Trade and other payables	1,110,328	610,913
Employee benefits	1,536,054	1,534,532
Short-term financial liabilities	48,016,540	43,446,218
Total current liabilities	50,662,922	45,591,663
Non-current liabilities		
Employee benefits	245,665	195,460
Total non-current liabilities	245,665	195,460
Total liabilities	50,908,587	45,787,123
Net assets	53,051,504	53,386,764
Equity		
Retained surplus	9,263,726	9,431,343
Asset revaluation reserve	43,787,778	43,787,778
Total equity	53,051,504	53,219,121

FINANCE

STATEMENT OF CASH FLOWS FOR

For the year ended 30 June 2019

	2019	2018
Cash flow from operating activities		
Receipts from operating activities	13,639,482	13,840,173
Payments to suppliers & employees	(12,939,298)	(12,594,530)
Chapel ceremonies	7,256	8,398
Committee fundraising	70,292	57,647
Donations & grants received	30,967	63,494
Interest received	485,360	565,178
Rental income	99,184	106,111
Net cash provided by operating activities	1,393,243	2,046,471
Cash flows from investing activities		
Purchase of property, plant & equipment	(807,989)	(900,541)
Proceeds from disposal of property plant & equipment	247	227
Net cash used in investing activities	(807,742)	(900,314)
Cash flows from financing activities		
Net movement in trust funds held on behalf of residents	1,463	(4,802)
Bonds repaid	(7,966,430)	(11,658,667)
Bonds received	15,168,644	14,318,240
Net cash provided by financing activities	7,203,677	2,654,771
Net increase in cash and cash equivalents	7,789,178	3,800,928
Cash and cash equivalents at beginning of financial year	30,037,556	26,236,628
Cash and cash equivalents at end of financial year	30,037,556	30,037,556

DONATIONS & BEQUESTS

DONATIONS OVER \$5000

Estate of Guido Polano(made annually by the State Trustees)	\$18,638
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DONATIONS OF \$500 AND OVER

Peter Watson	\$720
Other donations	\$1100
Sardinian Cultural Association	\$1500
In memorium	\$1925
Comitato di Santa Maria del Popolo di Carpineto Romano	\$2000

**OPENING
OF THE
WELLNESS
LOUNGE**
– SEPT 2018



Pamela Galli, Lorenzo & Pamela Galli Foundation & Lilian Antonelli, President Assisi Women's Committee

PROPERTY REPORT

PROJECT MANAGEMENT

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

It is also responsible for providing secretarial services to Assisi Centre Ltd Board, organising or assisting in the organisation of fundraising events such as the Assisi Race 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

Throughout 2018/19, similar to previous years, the Project Manager attended to the needs of the Board Directors. The Project Manager organised the agendas for the monthly Board meetings and the Annual General Meeting and recording the minutes of those meetings. The Project Manager is responsible for following up on all matters requested by the Board and securely maintaining all documents relating to the Board business.

PROPERTY & EQUIPMENT

A number of property projects were undertaken throughout 2018/19.

The carpet in all passageways and most of the lounges was removed and replaced with high quality floor vinyl at a cost of \$120,000. Floor vinyl was first installed in St Francis when it was refurbished in 2016. This created a brighter, more contemporary feel. It was also much easier to maintain. Based on these results the decision was made to replace the carpet, which was only 4 years old, throughout the rest of the facility. The existing carpet was constantly stained despite being regularly steam cleaned.

The Padre Pio Servery was refurbished in early 2019 to raise it to the standard of the other 4 serveries which had been refurbished between in 2014 – 2016. The servery now has a more modern look with new cabinetry, new stainless steel finishes and a new larger commercial dishwasher.

A major upgrade to kitchen equipment, some of which was over 20 years old, was undertaken during the financial year. Five hotboxes at a cost of \$17,000 were purchased to ensure that meals cooked in the main kitchen were still hot when plated from the serveries. A new computerised cooking centre was purchased for \$44,000 and two new oven/stoves and two pasta cookers were purchased at a cost of \$29,000. A further \$20,000 was outlaid to upgrade our gas installations to the new standards required by Energy Safe Victoria and \$15,000 was invested in new refrigeration plant for the commercial cool rooms and freezer. In total over \$125,000 was invested in new equipment and works for our main kitchen in 2018/19.



MAINTENANCE

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

Assisi engages FM Essentials to co-ordinate the provision of ESM. Their brief is to manage various maintenance related service suppliers to regularly undertake preventative and reactive maintenance of all ESM at the Assisi and 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, elevators, electrical switchboards and power distribution, emergency and exit lighting, paths of travel, cleaning of filters and exhausts, etc.

All inspections and maintenance of ESM was undertaken throughout 2018/19 as scheduled at a cost of around \$160,000.

Our in-house Maintenance Officer, Mark Redfern, who is part of the Project Management Unit, also oversees the completion of all non-ESM maintenance issues such as changing lights, testing and tagging electrical appliances, minor plumbing problems, painting, fixing beds, furniture, doors and windows and addressing a myriad of other handyman type issues. During 2018/19 the Maintenance Officer and external contractors resolved over 2200 'official' maintenance issues that were logged onto our internal Management system, MANAD.

Assisi's beautiful gardens, courtyards and grounds were expertly maintained by our contractors, Downtown Property Maintenance, throughout the year.

2018 ASSISI RACE DAY

The 2018 Assisi Race Day was held on 8 September at the Moonee Valley Race Club. It was another successful Assisi function attended by 230 guests who had a wonderful day and helped raise \$14,000 for Assisi.

The function was moved from the usual August date to take advantage of the better racing in September and the availability of a larger, brighter, function room. We were able to increase our attendance substantially and raise significantly more funds than in previous years.

The function was organised by the Assisi Race Day Committee consisting of Don Smarrelli, Lilian Antonelli, Sauro Antonelli, Anne Rossi, Mike Rossi and Lou Tarquinio. As always, the Assisi Women's Committee was instrumental in ensuring the day went smoothly, that all raffle tickets were sold and all monies were collected. The Women's Committee also created many of the wonderful hampers that were auctioned on the day.

Guests enjoyed a three-course meal with the Antipasto course donated and prepared by some very generous Assisi corporate supporters including Bertocchi Smallgoods, Pantalica Cheese Company and The Catering Company.

Most of the money raised is through the raffle and the live and silent auctions. Assisi 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 the many other Assisi functions and events.



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