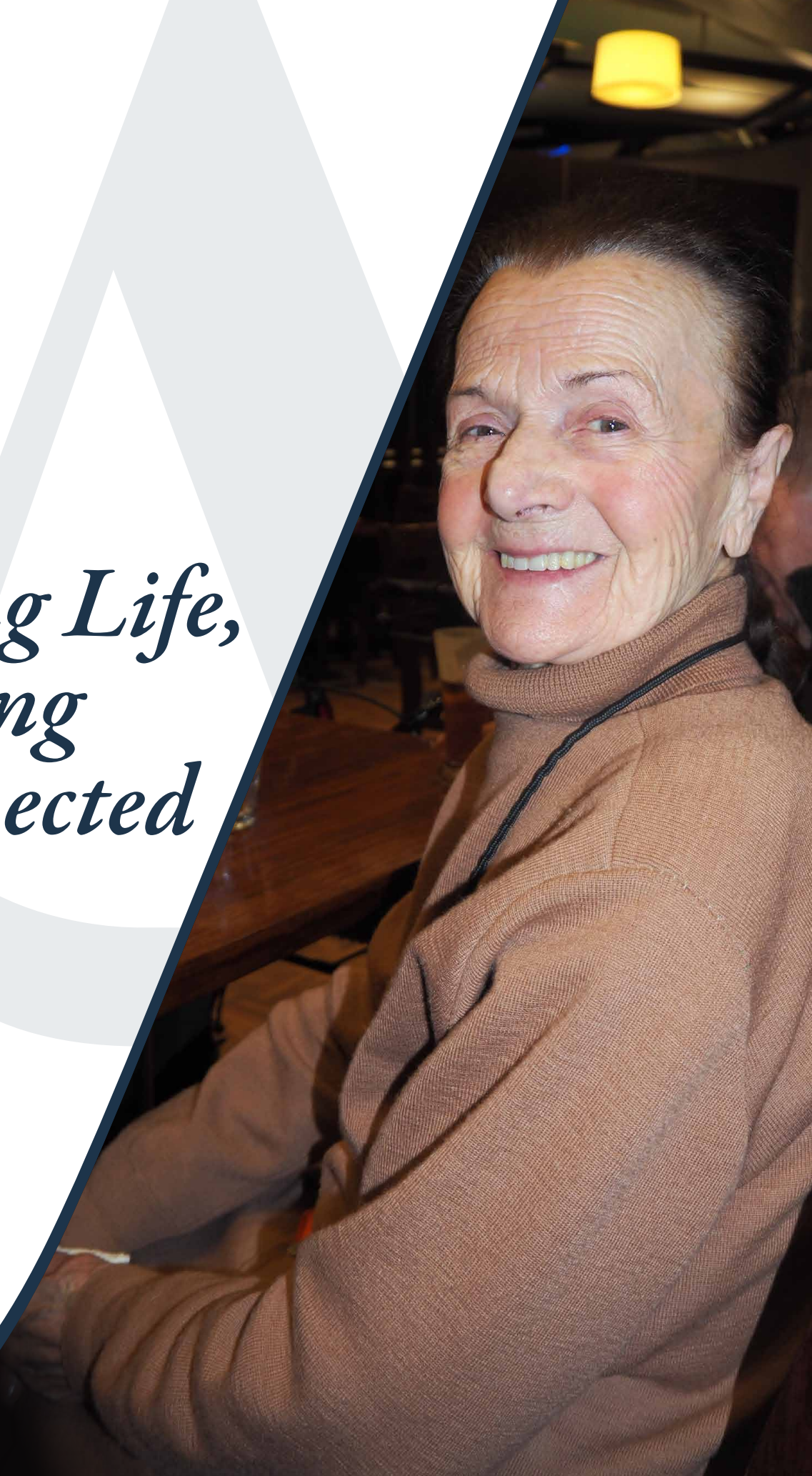




# *Living Life, Staying Connected*



# *Assisi Aged Care*

## *2019 / 2020 Annual Report*

### *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 seven 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 support services, the future for Assisi Aged Care is bright.

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





## *Contents*

<b>Overview of Organisation .....</b>	<b>4</b>
Chairman & CEO Report.....	4
Board of Directors.....	6
Executive Team .....	9
<b>Highlights &amp; Achievements .....</b>	<b>10</b>
Director of Care Report.....	10
Human Resources .....	13
Demographics.....	14
Pastoral Care .....	16
Lifestyle.....	18
Volunteers .....	20
<b>Finance .....</b>	<b>22</b>
Finance Report .....	24
Property Report .....	26
Contact Details .....	28



# Overview of Organisation

## Chairman & CEO Report

**Don Smarrelli & Peter Birkett**

Welcome to the 2019/2020 Annual Report.

This past year has presented Assisi with unprecedented challenges that could never have been imagined at the start of the 2020 financial year. The world is now a very different place because of the Covid-19 pandemic.

The challenges have been far reaching and have impacted across all sectors of our community, but none more so than the Aged Care sector which was already facing increased scrutiny because of the Aged Care Royal Commission. This intensified significantly when, tragically, deaths emerged in residential aged care facilities, particularly in NSW. As Covid-19 emerged, many questions were raised about the preparation of the sector as a whole and the ability of individual organisations to deal with the pandemic.

I think it is fair to say that there has been concern, scepticism and negativity expressed in the community about the operations and practices in some age care facilities. However, I also think it is true that in this country and in Victoria we have a dedicated Aged Care workforce that has been working tirelessly to care and support the elderly in our community in extremely difficult circumstances.

I know this is a difficult time for all of us but I wish to remind you that our incredible Assisi team are here to support you wherever possible.

I strongly urge all of us to take a moment to appreciate and thank the Leadership Team, Nurses, Carers and Support staff who have worked so tirelessly and diligently to ensure that the care and the lives of our residents have not been compromised throughout this time.

I would like to particularly acknowledge the efforts of our Director of Care throughout this period, Santosh Kumari. Santosh was the one constant during a time when the Executive Team was undergoing many changes.

I also wish to acknowledge and convey our respects to those organisations who, sadly, have experienced great pain and distress as a consequence of the pandemic. We remain mindful that it would only take a momentary lapse of focus in precautionary measures to enable the virus to enter and spread throughout facility.

The year has also presented financial challenges. Our revenue has reduced, while expenditure has increased. The period

---

*...a moment to appreciate and thank the Leadership Team, Nurses, Carers and Support staff who have worked so tirelessly and diligently to ensure that the care and the lives of our residents have not been compromised throughout this time.*

---

I can certainly attest to the efforts of our staff at Assisi where the Leadership Team has recruited and developed a wonderful team of carers and support staff that have cared and serviced our residents with passion and diligence. The focus on keeping our residents and staff Covid-19 free since February of this year has been unwavering.

Throughout the pandemic we have maintained our commitment to putting our residents first. In doing so, our Management team continue to work closely with all Government agencies to apply the latest advice with the focus on providing a safe and reliable aged care environment.

of the pandemic has seen a decline in our occupancy, an increase in labour costs and additional costs for the provision of Personal Protective Equipment. This latter expenditure has been critical in stopping Covid-19 from impacting and spreading in our facility, as we have seen elsewhere. While we have received some additional government funds it has been insufficient to cover our additional costs.

The reduction in our occupancy, understandable in a scenario where families are reluctant to place their loved ones in residential aged care during a pandemic, has had a significant impact on our revenue. And a reduction in occupancy has not meant a commensurate reduction in staff.





The past year has seen a number of changes in personnel both at the Management and Board levels.

We have had two CEOs, Paul Cohen and Philip Moran at the helm through this challenging period. Paul was CEO for just over twelve months, while Philip was interim CEO for 4 months while we undertook a search for a long-term CEO. I would like to extend my and the Board's appreciation to Paul and Philip for taking up their respective roles quickly and with a minimum of fuss. I wish them both every success in their future employment roles.

We welcome new CEO, Peter Birkett, and Director Quality, Risk and Consumer Engagement, Lisa Coombes, in September 2020.

Last November we farewelled our long standing Chief Financial Officer (CFO), Greg Shaw, who decided to retire and spend more time improving his golf handicap. Unfortunately, Covid-19 will have prevented Greg from spending much time on the golf course. On behalf of everyone I thank Greg for his long service to Assisi and wish him well during his retirement.

We welcomed Jennifer Aird as our new CFO upon Greg's departure. Jen comes with fresh perspectives and considerable experience in the health care sector. Since her arrival Jen has been doing a wonderful job.

After farewelling Frank Gucciardo in June 2019, four further Board members departed throughout 2019/20, because of work commitments and other personal circumstances. I would like to extend my appreciation to Tonina Gucciardo-Masci, Nadia Gianello, Rick Rostolis, and Anthony Salce, for their valuable and constructive contributions throughout their time on the Board. However, we are happy to welcome new board member, Ruth Richardson Clark in July 2020. Ruth has a wealth of experience in the finance and business sectors.

Our Womens Committee organised another successful and enjoyable Race-day and Dinner Dance in late 2019. Sadly, however, our social events in 2020 have been curtailed because of the ongoing lockdown in Victoria. I anticipate Lilian Antonelli and her team will bounce back with a vengeance in 2021.

Our redevelopment plans have regrettably been put on hold since the start of the Royal Commission into Aged Care. The Board considers it prudent to wait until the Royal Commission recommendations and the Federal Government response are known before resuming this

project with the belief that there will be significant change in how aged care is delivered, governed and funded in the future.

Funding of \$625,000, initially received from the State Government to refurbish Laveter House, will instead go towards the installation of solar power at Assisi. We anticipate this project will commence in 2021, our contribution to the reduction of carbon emissions, subject to the granting of a planning permit by local government. I will hopefully have more to say about this next year.

As always, I wish to acknowledge the ongoing commitment and diligence of my fellow Board Members. Whilst it has been a difficult year the Board Members have remained resolute and committed to their roles in guiding and directing the affairs of Assisi. Several years ago, we set ourselves an objective of improving our Board governance process and I consider that we have travelled a good way towards achieving this objective.

Once again, I wish to thank our Leadership Team and all staff for their passion and diligence. Their efforts over the last 12 months give me great confidence about our future.

Finally, as 2020 comes to a close, I would like to pass on my best wishes for a safe and enjoyable Christmas and New Year to all members of the Assisi community. I hope that 2021 will bring better tidings for us all.



Chairman, Don Smarrelli

## 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 and ensuring that residents are actively part of the community they live in.



**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 Medal 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.

Sauro is also on the Board of CoAsIt (Italian Welfare organisation), is Chair of the Patronato INAS in Australia and volunteers as a biographer with Eastern Palliative Care.



**Adrian Finanzio SC**  
*GAICD*

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). Adrian was recently appointed as a member of the Heritage Council of Victoria.



### Don Pasquariello

Don was appointed to the Board in 2013 and is the Chairman of the Finance & Audit 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 37 years of professional experience, 25 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 multinational 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 & New Zealand, Don holds a Bachelor of Commerce from the University of Melbourne. Don is also a Board Director of Jesuit Education Australia Limited and a Board Member of Co.As.It.



### Ruth Richardson Clark

*(appointed to a casual vacancy on 7 July 2020)*

Ruth holds a Bachelor of Business from the University of Technology in Sydney, is a Chartered Accountant and a

Graduate of the Australian Institute of Company Directors.

Ruth is a strategic finance executive with over 20 years experience in branded consumer businesses across education, cosmetics, technology and food. She has lived and worked in Australia and Belgium and has had additional business experience in 6 European countries and New Zealand.

Currently Ruth is the CFO for Champion Education (Aust) Pty Ltd.



### 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, Work Cover, 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.



### Vito Cassisi *(Resigning 30/11/20)*

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 practising

architect with over 40 years' experience. Vito is also a board member at Co.As.It. and a former board member of both the Italian Service Institute and Villa Maria.



## Resigned Board Members



**Tony Salce**  
(Resigned 2/12/19)

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**  
(resigned 13/3/20)

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.



**Nadia Gianello**  
(Resigned 5/10/19)

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**  
(resigned July 2019)

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.



## Executive Team



**Peter Birkett**  
*CEO*

Peter has been appointed as the new Chief Executive Officer to lead Assisi Aged Care. He has extensive experience in health service management and governance from both the metropolitan and rural sectors.

His most recent role was the development of a sustainable combined NGO and Public Sector community-based organisation at Hesse Rural Health recognised for its unique dementia environment.

Peter is passionate about lifting the business and quality profile of aged care. He holds an honorary appointment as a Senior Adjunct Lecturer with La Trobe University in recognition of collaborative partnerships to advance the importance of quality care and design in residential aged care settings.

In 2016 Peter led a significant national quality project partnering the Australian Council on Healthcare Standards, the Australian Aged Care Quality Agency with Hesse and West Wimmera Health Service in the piloting of a joint accreditation under all National, EQuIP and Aged Care standards.

He has been sought to deliver many conference presentations nationally and internationally on aged care, dementia and the rural environment. In creating Hesse Rural Health as an aged care centre of excellence he has enabled Hesse to become part of a partnership with LaTrobe University (Melb), the University of Umea, Sweden, and the University of Oslo, Norway, to advance research into Person Centred Care and Thriving.

Peter entered the Health Care sector from the banking industry. He has studied General Nursing and Midwifery, holds a Bachelor of Commerce and Masters in Business Administration, is a member of the Australian Institute of Company Directors, and in 2017 completed the Oxford University SAID Executive Advanced Management and Leadership Program in Oxford UK. As a Board Director he serves on an aged and community care organisation, Multicultural Aged Care Services Geelong Inc.



**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 holds qualifications in leadership and management, assessment and training, areas of dementia, wound management and OH & S. Previous roles include facility manager, clinical care manager and coordinator.



**Jennifer Aird**  
*Chief Financial Officer*

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 seven 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.



**Lisa Coombes**  
*Director Quality, Risk and Consumer Engagement*

Lisa was appointed Director of Quality, Risk and Consumer Engagement in September 2020. Lisa is a Division One Registered Nurse and has extensive experience in the acute, community and aged care sectors. Previous roles include Assistant Director and Senior Surveyor with the Australian Aged Care Quality and Safety Commission, Regional Quality Manager, Regional Operations Manager and Facility Manager roles.

# Highlights & Achievements

## Director of Care Report *Santosh Kumari*

While 2020 has been a year full of joys and challenges here at Assisi, it has also been a year of constantly adapting and changing our processes to ensure we keep residents safe, we have also had many highlights to celebrate. We have greatly appreciated the support and active engagement from our staff, residents, families, and community partners.

### Covid Response

We are proud of the way the team and community at Assisi have risen to adapt our procedures and ensure quality care and support is continually provided to our resident in the midst of the adversity of a pandemic.

From March 2020, staff has worked to constantly ensure our processes meet both government regulations and the needs of residents and families. During the Covid-19 period, we have communicated transparently and regularly with families, of any developments, including any isolation of residents and the use of personal protective equipment.

Where possible, we have prioritised residents staying connected with each other and their families. In May 2020, we appointed Salvador Buan and Bidhya Paudel to arrange and facilitate safe resident visits. We also invested in 10 additional iPads, which have helped connect residents with their families through video-calling and with health care professionals through telehealth.

### Community Engagement

Residents enjoyed visits from various Italian community groups and engaged in many events. This has included concerts by the men's choir, Antonio Villella on the accordion and Il Gruppo Culturale Italiano Inc., a traditional group of singers and dancers. We had several school groups visits including, Bella Lingua, Loyola Secondary College, St. Helena and Xavier Colleges, prior to the Covid-19 restrictions.

This year we also broadened our existing five-year partnership with RMIT University. We now have both RMIT Chiropractic and RMIT Osteopathy students providing support to residents and staff. Until March 2020, RMIT students attended Assisi on a weekly basis to provide support and massage services to the residents.



In addition, between January and March we engaged in a community garden project with RMIT's landscape and architecture students. As part of this program, RMIT university students provided residents in St Claire with supervised outdoor activities including setting up a vegetable garden, running planned outdoor activities and providing social interaction.

Whilst the majority of community engagement activities were put on hold in March 2020, we look forward to welcoming these groups back when safe to do so.

### Celebrations

In December 2019, Assisi celebrated Christmas in extravagant style. Each wing had its own celebration with a party for residents. As part of these celebrations there were carol singalongs, a visit from the children at the Rosanna Good Start early learning centre and the lighting and decorating of the big Christmas tree. Traditional entertainment was provided by a Zampognaro player and the Sisters and Mistresses choir.

### Service Awards

In November 2019, we celebrated the contribution and dedication that our long-standing staff have provided to Assisi. The recipients of the awards are listed in the Human Resources report.

We have appreciated the enthusiasm, dedication and joy that staff have brought to Assisi, spanning 25 years.





## Clinical Support

To strengthen and support our clinical teams, this year we welcomed Jing Fu and Jia Abellana, two new Clinical Care Coordinators. As experienced Registered Nurses, both Jing and Jia have been providing valuable training, mentoring and support to the clinical staff as well as liaising with residents and families on care issues. Families and residents have given overwhelming positive feedback on helpful communication provided to families, on medical, safety and clinical matters relating to residents.

In addition, in response to the reduced capacity to run face-to-face training for staff, we have recently invested in a new online training platform (AusMed) for staff.

We have also engaged an external Human Resources Group, Workplace Wizards, to provide additional organisational support.

## Aged Care Quality Standards

In September 2019, we received great feedback in our assessment against the new Aged Care Quality Standards. The report provided by the Aged Care Quality and Safety Commission (ACQSC) outlined that consumers are overwhelmingly satisfied with our service. The assessment was completed by random sampling, and highlighted that consumers and representatives:

- are satisfied with our privacy and confidentiality standards
- feel they have a say in daily activities (87%)
- feel they get the care they need (100%) and feel safe in the service (89%)
- are encouraged to do activities themselves (100%)
- enjoy most of the food served (69%)
- feel at home in our service (73%)
- are satisfied with the way staff follow up with issues raised (80%)
- feel staff are kind and caring and know what they are doing most of the time (100%)
- feel that the facility is run well (71%).

The report especially highlighted that residents highly valued remaining connected with the Italian traditions.

The assessment also recommended one area of improvement, being the strengthening of our measures to recognise and

respond to deterioration in physical and cognitive function. In response, in October 2019, we implemented extensive training to further equip clinical staff with skills to identify and respond to diverse forms of decline in residents' mental and physical capabilities. We are pleased that in February 2020, the ACQSC certified that we satisfactorily strengthened our practices.

Assisi Aged Care was once again successful in achieving accreditation for the next 3 years, to 1 December 2022.

## Priorities for the Next Year

Our planned priorities for the 2020 – 2021 year are:

- Further developing and strengthening of the Montessori Approach within the memory support unit. We plan to increase engagement, participation and involvement of residents in meaningful activities.
- Integrating our new online dietary system 'Souped Up'. This system allows live updates of resident dietary requirements and provides for more comprehensive and advanced clinical care between the teams.
- Further integration of nursing staff office locations to ensure they are in proximity to resident care units to increase supervision and support for personal care staff.
- Improving the dining experience for residents including the addition of music, food education from the chef and more suitable crockery.





Maria Bruni celebrating  
20 years at Assisi.



# Human Resources

## Reward & Recognition

Each year we celebrate our staff as our greatest asset by holding a Staff Recognition Ceremony which provides an opportunity to acknowledge and celebrate Years of Service and Above and Beyond Awards.

The award categories and the winners for 2019 were:

### CEO Award

Maria Alvaro

### Employee of the Year

Joint winners

Debbie Smith (Environmental Assistant)

Harinderjit Kaur (Personal Care Attendant Team Leader)

### Emerging Leader

Alessia Gaggeri (Food Services Supervisor)

### Values

Bernadette Thorley (Lifestyle Assistant)

### New Employee (Outstanding Performance)

Joint winners

Jia Abellana (Clinical Care Coordinator)

Margarita Gorgievska (Food Services Assistant)

## Years of Service

### 5 Years

Lipena Afereti

Tony Bernardo

Lisa Kongas

Rose Lanza

Quang Le

Fjorela Lemellari

Shani Manuel

Fona Weir

### 10 Years

Alida Bonetto

Lina Tartaglia

### 20 Years

Maria Bruni

Maria Bruno

### 25 Years

Michelle Ramacciato

Michelle Ramacciato receiving her 25 years of service award at Assisi.

## Workforce Structure

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

Workplace Gender Stats	Female	Male
Board	1	6
Management	3	1
Professional Staff	19	7
Care & Other Staff	147	22
Total	170	36

Years of Service	Percentage of Staff
0 - 5	61%
5 - 10	20%
10 - 15	5%
15 - 20	12%
20 - 25	1%
25 - 30	1%
	100%



## Demographics

### Key statistics

Average occupancy .....	96%
Average age .....	89
Average length of stay (days) .....	1357
Total respite days used.....	477
Age of youngest resident.....	73
Admissions.....	56
Male residents .....	34
Female residents .....	106

### Age detail

Age	Number of residents
70 - 79 .....	3
80 - 89 .....	76
90 - 99 .....	60
100 - 101 .....	1





## Where our residents come from

### Local Government Areas

Banyule .....	22
Booroondara .....	16
Brimbank .....	2
Darebin .....	23
Glen Eira .....	1
Greater Geelong .....	1
Hobson Bay .....	1
Hume .....	1
Kingston .....	1
Knox .....	2
Manningham .....	22
Maroondah .....	1
Melton .....	1
Monash .....	2
Moonee Valley .....	5
Moreland .....	12
Nillumbik .....	1
Port Phillip .....	1
Regional Victoria .....	3
Whitehorse .....	6
Whittlesea .....	11
Wyndham .....	1
Yarra .....	3
Yarra Ranges .....	1
<b>Total Residents .....</b>	<b>140</b>

Rosa Precoma



*Average Occupancy*

**96%**

*Average Age*

**89**

*Admissions*

**56**

## *Pastoral Care*

Our Spiritual Care Program provides support to our residents in a way which is empowering, respectful and is in line with Assisi's 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 outcomes.

We walk together with residents through their journey from admission, living, and end of life care.

This year has been a very fruitful and eventful time inclusive of our regular religious feast days and events, such as:

- 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 Claire, Padre Pio and St Francis, St Claire (all residents received prayer cards of each saint in Italian and view a film of the Saint.
- Holy Week leading into Easter (No Mass held this year due to Covid-19 restrictions, but celebrated through Exposition of the Blessed Sacrament and other Catholic rituals)
- 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

Pastoral Care has initiated and will continue to maintain regular Resident Support Groups. These gatherings serve to provide resident families with a safe, supportive space where they can come together and share their experiences. Our inaugural meeting was held in October with a guest speaker from Dementia Australia, a subsequent gathering heard Monsignor Franco Cavarra share his story with families. All meetings were well attended and valued. Unfortunately, we have been unable to come together for more of these gatherings.

We also held our inaugural Memorial Service in remembrance of residents held on 17th November and celebrated with a candle ceremony. Resident families were invited to attend also. Following Mass, afternoon tea was served to all.

As we travel through this challenging and unprecedented year, I would like to take this opportunity to inform you all of the creative role that Pastoral Care has been involved in during the year.

## **Letters to Residents**

Our residents were chosen by Nazareth College Italian students to engage in a pen pal program. The Italian students wrote letters to residents on the subject of culture, food and interests.

The residents engaged well and enthusiastically took to writing responses to the students. Not all residents chose to respond, but were happy to receive correspondence.

The letters evoked reminiscent responses as they revisited life stories and experiences.

One of our residents wrote a heartfelt letter of thanks to the students. It was lovely to see residents also respond in their own handwriting, whilst others chose to have their responses typed.

## **Artwork**

During periods of shutdown residents and staff were encouraged to participate in an art project. The themes chosen were Hope, Faith and Love. The residents in particular, fervently participated in creating artwork, providing us with a window into their journey thus far. The artwork is hanging in each unit of the facility for all to enjoy.

Due to popular response, the artwork activity is continuing and residents have taken to preparing gifts for their families and children on smaller canvases provided by Pastoral Care. These gifts remain for families a special keepsake made by their loved one.

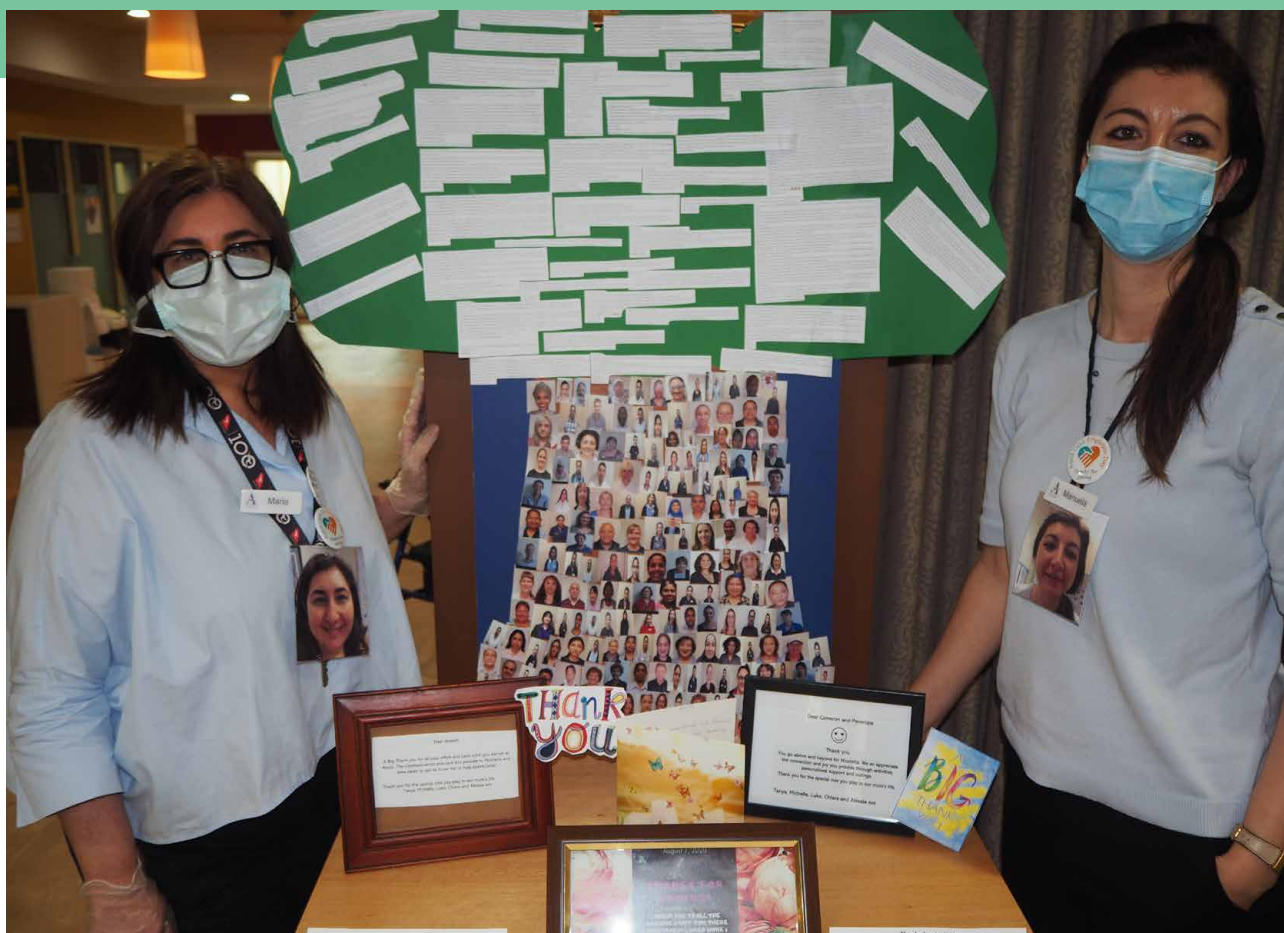
## **Mother's Day**

Mother's Day was well celebrated as Sisters Jiji and Analyn engaged residents in putting together cards with flowers for all our mums. The Sisters also prepared a banner to celebrate mothers and placed it in the music room. Residents seemed to enjoy time spent putting cards together for one another as women of the Assisi community.

## **St Anthony**

Our religious calendar has taken us through June to the celebration of one of our most revered and much-loved saints, St Anthony of Padua.

As is usual practice, residents were gifted a St Anthony Prayer card in Italian, blessed rolls and a special lunch of pasta al forno, porchetta and popular dessert of strawberry cheesecake. The Sisters also treated residents to a film of St Anthony in the afternoon, following lunch.



Maria Alvaro and Manuela Allegretti celebrating staff, on Aged Care Employee Day.

## Exposition of the Blessed Sacrament

As Mass remains suspended, residents have been provided with special prayerful and reflective time through the exposition of the Blessed Sacrament each Wednesday and Sunday. This has proven to be popular with the residents who would usually enjoy attending Mass.

## Funerals

Due to Covid-19 measures and precautions, residents have not been able to attend funerals of fellow residents. Instead, families have been providing us with links to livestream the funerals of their loved ones and residents and staff alike have been viewing them in the Auditorium. These have been appreciated and well attended by all as an opportunity to say goodbye. A warm thank you is extended to all families who have taken the time and effort in allowing us to be present with them.

## Life Stories

As previously mentioned in this space, Manuela is working with residents as they recount their life stories. These are being typed up and put together with photos in book form and gifted to residents mainly on their birthday. Resident feedback has been very positive and appreciative. Through this project, residents revisit life stories and life experiences, are able to reminisce and reconnect them to their past.

With the introduction of PPE and the regular wearing of masks and visors, The Pastoral Care Team and some members of Lifestyle have been wearing our “masks with heart”. An initiative started by a doctor in the UK, and supported by Meaningful Ageing. It has proven to be very effective in engaging our residents living with dementia in particular. Residents are reminded that there is a person behind the mask and may make their experience less confronting.

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

- National Nurses Week
- R U OK Day
- Celebrating Pastoral Care Week

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 Manuela Allegretti, the Claretian Sisters and Fr Vito Pegolo.



## Lifestyle

No matter what has happened in the world, the residents, even with the inevitable disruptions, have adapted to the ever-changing lifestyle program. The constant, however, was the continued support they received throughout the year.

Staff held two big celebrations in February for St. Valentino and Carnevale. There was a special romantic themed afternoon tea, especially celebrating those couples living together at Assisi, and a party for Carnevale which included the residents wearing their handmade masks, music and lots of colour. Since then we have had to adapt to more modest sized events for St. Patrick's Day, Mother's Day, Winter warmer celebration and Father's Day.

friends. We assisted them with making calls, sending email updates, distributing photo messages, delivering packages, connecting video calls and writing and sending letters.

Movie afternoons have proven to be popular with a screening twice a week on the giant screen in the auditorium. Pastoral Care and lifestyle staff work together every Tuesday to run a well attended Resident Italian Choir and Sing Along. Weekly coffee club, discussion group on Wednesdays, a lively cards group that runs formally three afternoons a week and then continues after dinner most nights, are some of the activities on offer. Word games run every week. Music and bocce groups run every weekend.

---

*We care for the Assisi community, even if it's from behind a mask or through goggles, we are here for you. We will continue to listen to you and provide a wide variety of activities in the future.*

---

Happy hour continued every Friday, in the auditorium, incorporating various themes to add variety. One was the spring themed festival to welcome in the new season, a travel theme festival with residents transported into a virtual flight and a happy hour for Ferragosto. Later in the year we plan to have a fashion week and multicultural themed festivals.

We also moved the monthly birthday party to be on the day of each resident's birthday with a small cake and celebrations for all residents who wish to celebrate this. Day to day we listen to what the residents want throughout the months and what they wanted, above all else, was contact with family and

The popular 'social club' and pet therapy programs will be reintroduced in September. The social club will continue monthly and will include fresh Italian treats cooked on site. Pet therapy will enable visits from bunnies and dogs. In future months a kitty will be added to the menagerie of visiting animals, at the request of residents. The annual farm animals visit will also go ahead after a forced delay.

Although bus trips could not continue they were replaced with a variety of outdoor activities. There have been afternoon teas in the garden and a walking group five days a week. The weekly gardening group has been very successful with two gardens re-established for spring in St. Claire and Padre Pio and two more planned for St. Catherine and St. Francis.

Thank you to families and residents for their patience when events had to be moved and changed. We care for the Assisi community, even if it's from behind a mask or through goggles, we are here for you. We will continue to listen to you and provide a wide variety of activities in the future.

A big thank you to Chiera Pharmacy, in Lalor who have kindly donated gifts for the residents each Christmas for the last few years. They have already delivered gifts of after shave and perfume for the 2020 Christmas. We are forever grateful for their generosity.



Indian Day at Assisi









Longtime volunteer, Elisabeth DeAmices

## Volunteers

In March we made the difficult decision to suspend the volunteer program due to Covid-19.

We have sadly been unable to reinstate the program at the facility. We are taking this time to restructure the program so that we are able to provide both volunteers and residents with a more coordinated and workable program.

We look forward to all the volunteers returning in due course and hope they are keeping safe and well. They are dearly missed by residents and staff alike.

We would like to take this opportunity to thank our volunteers for their time, hard work, and commitment.

Our volunteers provide our residents with compassion and kindness and are always open to new ideas and form part of our forward planning. They form provide wonderfully creative and thoughtful ideas.

I would like to take this time to acknowledge in particular Luisa Lostia and Maria Basilone. We journey with you and we are keeping you in our prayers and thoughts.

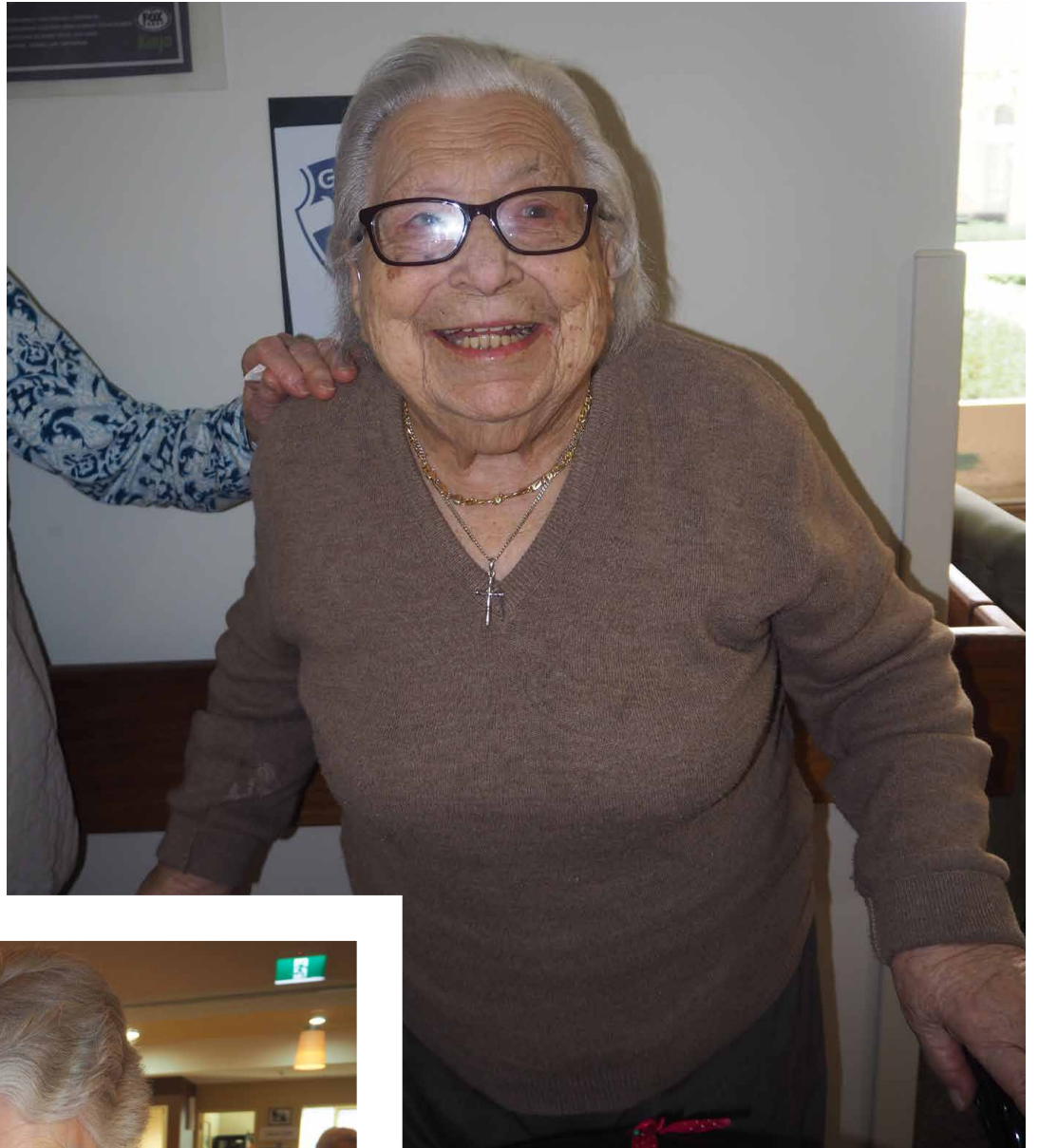


Guido Rontani tending to the garden. The resident garden program is very popular amongst residents.











## Cheif Financial officer Report

### Jennifer Aird

Assisi Centre Limited is a public company limited by guarantee under the Corporations Act 2001 and is registered with the Australian Charities & Not-For-Profits Commission (ACNC) as a charity.

Financial performance for the financial year ending 30 June 2020 resulted in an operating deficit for the year of \$2,473k (2019: \$335k). This includes income of \$2.3m and corresponding interest expense of \$2.3m recognised on adoption of Australian Accounting Standards AASB 16 Leases on 1 July 2019 with no net impact on profit or loss.

Total revenue increased 13% to \$16.9M (2019: \$14.9M). Excluding the impact of AASB 16 Leases, total revenue remained in line with the previous year. Occupancy rates declined throughout the year consistent with occupancy across the industry with average occupancy for the financial year of 95.5%. The impact of reduced occupancy was offset by an increase in the average government subsidy rate to \$185 compared to \$179 in the prior year.

Overall operating expenses increased 28% to \$19.6m (2019: \$15.3m), in part due to the adoption of AASB 16 Leases. Labour and other employee related costs increased 17% reflecting significant investment in the workforce structures at Assisi following the Royal Commission and to support our residents and families throughout the Covid-19 pandemic. In addition, significant increases were seen in both catering and resident care & support expenditure.

Capital expenditure of \$368k was spent on upgrading amenities, equipment and furniture throughout the facility including significant IT upgrades across the business and purchases of new lifting machines. In addition, Assisi purchased 10 new IPADs to help residents and families stay connected throughout the Covid-19 Pandemic.

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 2020 deposits held amounted to \$52.0m (2019: \$46.7m). During the year, deposits received totalled \$12.6m (2019: \$15.2m) and amounts refunded totalled \$7.2m (2019: \$7.9m).

During the year, the investment management strategy was reviewed and updated with JBWere appointed as external investment advisors in February 2020. Assisi has set a long term and moderately conservative investment strategy, ensuring the protection of refundable accommodation deposits and bonds held on behalf of residents. As at 30 June 2020, cash held at call and in term deposits totalled \$36.6m and a further \$6.8m was held in investments managed by JBWere.

## Statement of Profit or Loss & Other Comprehensive Income

for the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Residential Care Revenue</b>		
Government Subsidies & Supplements	10,113,613	10,109,824
Resident Daily Care Fees	2,700,849	2,700,902
Resident Accommodation Payments	849,132	1,126,691
Imputed lease income on RADs and Bonds	2,340,950	-
	<u>16,004,544</u>	<u>13,937,417</u>
<b>Other Income</b>		
Investment Income	606,426	768,342
Rental Income	94,448	99,184
Fundraising, Donations & Bequests	104,124	108,515
Other Income	107,507	39,358
	<u>912,505</u>	<u>1,015,399</u>
<b>Total Revenue</b>	<u>16,917,049</u>	<u>14,952,816</u>
<b>Employee Benefits</b>	12,039,003	10,292,360
Depreciation and Amortisation	1,781,479	1,799,098
Catering Provisions	715,571	573,415
Facility Cleaning and Maintenance	598,358	629,383
Resident Care and Support Programs	835,802	700,464
Other Costs of Accommodation	486,069	437,948
Communication and Administration	755,225	792,010
Imputed interest charge on RADs and Bonds	2,340,950	-
Other Expenses	68,684	63,398
<b>Total Expenses</b>	<u>19,621,141</u>	<u>15,288,076</u>
<b>Operating Deficit for the Year</b>	<u>(2,704,092)</u>	<u>(335,260)</u>
Fair value gain on financial assets measured at FVTOCI	230,780	-
<b>Total Comprehensive Loss for the Year</b>	<u>(2,473,312)</u>	<u>(335,260)</u>
Total comprehensive loss attributable to members of the entity	<u>(2,473,312)</u>	<u>(335,260)</u>



## Statement of Financial Position

as at 30 June 2020

	2020	2019
	\$	\$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	36,571,134	37,826,734
Trade and Other Receivables	401,233	2,228,345
Prepayments	165,092	138,850
Total Current Assets	37,137,459	40,193,929
<b>Non-Current Assets</b>		
Property, Plant and Equipment	57,541,489	58,966,162
Intangible Assets	4,800,000	4,800,000
Other Financial Assets	6,769,004	-
Total Non-Current Assets	69,110,493	63,766,162
Total Assets	106,247,952	103,960,091
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	1,560,572	1,110,328
Employee Benefits	1,661,342	1,536,054
Financial Liabilities	52,193,827	48,016,540
Total Current Liabilities	55,415,741	50,662,922
<b>Non-Current Liabilities</b>		
Employee Benefits	254,019	245,665
Total Non-Current Liabilities	254,019	245,665
Total Liabilities	55,669,760	50,908,587
Net Assets	50,578,192	53,051,504
<b>EQUITY</b>		
Retained Surplus	6,559,634	9,263,726
Reserves	44,018,558	43,787,778
Total Equity	50,578,192	53,051,504

## Statement of Cash Flows

for the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Cash Flows from Operating Activities</b>		
Receipts from Residents and Government	14,839,019	13,639,482
Payments to Suppliers and Employees	(15,532,819)	(12,939,298)
Chapel Ceremonies	5,037	7,256
Committee Fundraising	24,325	70,292
Donations and Grants Received	27,001	30,967
Interest Received	746,908	485,360
Rental Income	100,003	99,184
Net Cash Provided by Operating Activities	209,474	1,393,243
<b>Cash Flows from Investing Activities</b>		
Purchase of Property, Plant & Equipment	(367,827)	(807,989)
Proceeds from disposal of Property Plant & Equipment	2,000	247
Purchase of Investments	(6,538,223)	-
Income from Investments	35,783	-
Net Cash Used in Investing Activities	(6,868,267)	(807,742)
<b>Cash Flows from Financing Activities</b>		
Net movement in Trust Funds held on behalf of residents	3,648	1,463
Proceeds from Refundable Accommodation Deposits / Bonds	12,558,041	15,168,644
Repayment of Refundable Accommodation Deposits / Bonds	(7,158,496)	(7,966,430)
Net Cash Provided by Financing Activities	5,403,193	7,203,677
Net (Decrease) / Increase in Cash and Cash Equivalents	(1,255,600)	7,789,178
Cash and Cash Equivalents at beginning of financial year	37,826,734	30,037,556
Cash and Cash Equivalents at end of financial year	36,571,134	37,826,734

# Property Report

## Project Management Unit

The Project Management Unit's primary function is to manage all property, services and maintenance issues across the Assisi site.

Responsibilities extend to 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 2019/20, similar to previous years, the Project Manager attended to the needs of the Chair and Directors of the Assisi Centre Ltd Board. The Project Manager organised the agendas for the monthly Board meetings and the Annual General Meeting and took and wrote the minutes of those meetings. The Project Manager is responsible for following up on all matters requested by the Board and for securely maintaining all documents relating to the Board's business.

For the latter part of the financial year the monthly Board meetings were held via Zoom, an online global video conferencing facility that has become extremely popular during the pandemic.

## Property, Plant & Equipment

Unlike previous years, no major projects were undertaken during 2019/20. This was in part due to the impact of the Covid-19 pandemic. No tradespeople or contractors, apart from those maintaining our fire prevention services or undertaking emergency repairs, were allowed on site from February 2020 onwards.

A number of important projects such as the installation of solar power, the purchase and installation of a generator and the expansion and upgrade of our CCTV coverage have been put on hold until the safety of our residents and staff from Covid-19 can be assured. We hope we are able to report some significant achievements and highlights in next year's Annual Report.

## 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 engage maintenance contractors to regularly undertake preventative and reactive maintenance of all ESM at the 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, 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 2019/20 as scheduled at a cost of around \$100,000.

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 2019/20 the Maintenance Officer and external contractors resolved over 1400 'official' maintenance issues that were logged onto our internal Management system, MANAD. Mark is also required to deal with hundreds of maintenance issues that are not logged onto MANAD.

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



---

## Over 1400 Maintenance requests

---





## 2019 Assisi Raceday Sponsors List Catering, Live & Silent Auction & Raffle Donors

### Contributors to Hampers & Showbags

Assisi Women's Committee  
Alepat Taylor  
Bertocchi Smallgoods  
Bonfood  
Catalano Interiors  
My Chemist  
Pantalica Cheese  
The Catering Company  
Comtel Technologies  
Quantum Leisure Thomastown  
Anne & Michael Rossi  
Adrian Rossi  
Doris & Brian Tooth  
Brendan Danaher  
Laine Boutique Port Melbourne  
Crewe Sharp Medical  
AM PM Communications Alphington  
The Espress Group Thomastown  
Viva La Fruit Greythorn  
Barro Group  
Aquila Shoes  
Riccardo Ferro Ivanhoe  
Paul's Butchery Mill Park  
Comfort Sleep Bedding Thomastown  
University Café Carlton  
Hospitality Dietary Solutions  
Scopri Restaurant Carlton  
Vilma D'Aprano  
Twelvebottles Thomastown  
Planex  
Ti Amo Restaurant Carlton  
Piedmonte Supermarket & Liquor Fitzroy  
Moon Dog Craft Brewery Abbotsford  
Reward Hospitality  
Verve Photography  
ULR Land Rover Brighton  
Midlands Insurance Brokers

### 2019 Assisi Race Day

The 2019 Assisi Race Day was held on Saturday 7 September in the spacious Inner Circle Room at the Moonee Valley Race Club. It was another successful Assisi function attended by 220 guests who had a wonderful day raising \$16,500 for Assisi, the most funds ever raised at our annual Race Day event.

We received very positive feedback about this year's event with many guests telling us this was the best Race Day to date.

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.

All 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.

### 2019 Corporate Tables

Baldasso Cortese Architects  
Applied Installations  
Dominant  
Downtown Property Maintenance  
HLS Healthcare  
PhysioSafe Training & Consulting  
Provider Assist  
Viva La Fruit

**Assisi Aged Care**

230 Rosanna Road

Rosanna Vic 3084

T: 03 9455 1199

F: 03 9459 3901

E: [ciao@assisicentre.com.au](mailto:ciao@assisicentre.com.au)W: [www.assisicentre.com.au](http://www.assisicentre.com.au)

# *Annual Report 2019 / 2020*

## *Contact Details*

**Peter Birkett**

CEO

T: 03 8458 3139

E: [pbirkett@assisicentre.com.au](mailto:pbirkett@assisicentre.com.au)**Santosh Kumari**

Director of Care

T: 03 8458 3129

E: [skumari@assisicentre.com.au](mailto:skumari@assisicentre.com.au)**Jen Aird**

CFO

T: 03 8458 3119

E: [jaird@assisicentre.com.au](mailto:jaird@assisicentre.com.au)**Lisa Coombes**

Director Quality, Risk &amp; Consumer Engagement

T: 03 8458 3112

E: [lcoombes@assisicentre.com.au](mailto:lcoombes@assisicentre.com.au)**Jia Abellana**

Clinical Care Coordinator

T: 03 8458 3197

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Jing Fu**

Clinical Care Coordinator

T: 03 8458 3133

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Alida Bonetto**

Nurse Manager - St. Claire

T: 03 8458 3131

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Shani Manuel**

Nurse Manager - St Francis

T: 03 8458 3123

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Wesley Turner**

Nurse Manager - St Catherine

T: 03 8458 3126

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Olivia De Rose**

Nurse Manager - Padre Pio

T: 03 8458 3145

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Jineesh Thomas**

Nurse Manager - St Anthony

T: 03 8458 3113

E: [unitmanagers@assisicentre.com.au](mailto:unitmanagers@assisicentre.com.au)**Gemma Leombruni**

Community &amp; Communications Officer

T: 03 8458 3137

E: [gleombruni@assisicentre.com.au](mailto:gleombruni@assisicentre.com.au)