



2021 ANNUAL REPORT



ASSISI
AGED CARE

Our Vision

Our vision is directed by our Italian heritage, our community responsibilities and Christian ideals, especially in our respect for the contribution of our elders to our lives. This guides us to support our community by providing the best possible emotional, physical and spiritual care for the frail aged of the Italian community.

Our Mission

To provide professional and compassionate care for those who come into our community through the prudent delivery of services that respect equality and individuality.

Our Values

We believe in respect for the dignity of each person within our community, be they residents, families, staff or others; equality and equity; compassion; diversity and co-operation; and advocacy.

Continuous improvement of our values will ensure that all residents, stakeholders and staff are:

- treated fairly, with honesty and integrity, and
- given the opportunity to develop to their full potential within a supportive, healthy and safe environment.

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

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Our 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 opened 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 services in Melbourne for years to come.

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MESSAGE FROM THE CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Providing Aged Care services immersed within an Italian cultural environment is a privilege, and brings great reward and exciting opportunity. However, during 2021 the drive for change has been tempered by the widespread impact of the COVID-19 pandemic.

The much-awaited final report from the Aged Care Royal Commission was released in February. The 148 recommendations seek new horizons for Australia's aged care system. Embedded is increased choice, decision making and respect offered to consumers, and greater accountabilities for providers. Older people should indeed be able to live a life of their choosing without being burdened by overwhelming complexities. In May 2021 the Federal Government adopted these recommendations with a five-year implementation time-frame.

From a financial perspective, many of the recommendations cannot be achieved in the absence of additional Commonwealth funding. Aged Care providers are already desperate for a massive injection of funds to be able to employ additional staff necessary for effective resident care and additional compliance requirements. Individual providers cannot continue to bear the burden of increasing financial costs without impacts. In the absence of renewed funding approaches, Assisi undertook a major financial and operational review to re-match its workforce to industry benchmarks to ensure sustainable operations 'just fit' within current government funding levels. However, there is more hard work ahead.

To achieve its governance responsibilities, the Board has taken time to

refresh its organisational perspective. A Board and Executive Planning Day was held in September. This resulted in the development of an initial draft strategy, planning to take Assisi into the future as one of Melbourne's leading, reputable aged residential and home care providers. We look forward to finalising and releasing this draft in early 2022, building on earlier strategies that have made Assisi Aged Care into what it is today.

Our commitment to reducing greenhouse gas emissions resulted in the completion of a significant project to install 807 solar panels across the roofline of the aged care buildings. The project was assisted by a Victorian State Government grant and impressively generates enough power to cover as much as 46% of Assisi's energy consumption levels on a summer day.

A new approach to facility planning and redevelopment resulted in the employment of specialist aged care architects, Allen Kong and Kirsty Bennett. They have commenced the review of the internal dementia wing spaces and also aim to improve facility wide connection with our renowned front gardens. A schematic plan has been developed that facilitates human engagement by merging indoor and outdoor Piazza areas maximising the unique garden vistas on this great Rosanna site.

From a nursing and personal care perspective we recast Registered Nursing roles

of Clinical Care Co-ordinator, Nurse Unit Managers and Enrolled Nurses, creating new leadership positions that are contemporary across the industry. This will position us well to meet forthcoming expectations for per resident daily registered nursing care quotas. We have also added a senior nurse educator to work alongside staff to improve understanding of how to deliver person centred care with increasing resident acuity. We congratulate staff selected for these new roles. Our broader objective is to build on such workforce initiatives to become recognised as a leading not-for-profit aged care employer of choice.

Our food services and lifestyle programs continue to be rated highly through resident satisfaction review. Naturally, it is the staff approach that is key and Assisi is fortunate to have many inspirational people in these essential roles. A unique culinary journey has been our chef's monthly focus on food experience from different regions of Italy.

I remain mindful that the impact of the pandemic has been wide and varied. However, I am proud to say that despite the physical and mental strain associated with the extra commitments, our Assisi team has performed exceptionally well in light of the circumstances.

- Board Chair

Line art featured in this report is inspired by beautiful lead lighting (pictured right) in the Assisi owned 1920's Sisters of Mercy novitiate convent.



COVID-19 has challenged us all. Assisi managed to avoid an outbreak in 2020 but not so in 2021. Thirty-six residents and 7 staff became infected from October as Victoria reduced its restrictions and opened up to community activity. The dedicated work of our staff is admired and most sincerely appreciated. They rapidly adopted new essential procedures and responded to daily challenges while still expertly caring for our vulnerable residents who were ill, confused, frustrated and at times extremely scared.

Together we have learned a lot. Our new expertise in infection control has meant that our latest outbreak has been managed in record time. An incredible outcome and a reminder that the virus is ever present, and it is our practices that keep us safe. Our thanks are also extended to the Outbreak Management Team from Commonwealth and State Departments of Health and the Austin Hospital for their support in this challenging time, and to our residents and families for their patience and tolerance.

The Assisi Women's Committee also continued to offer strength and connection during this awkward COVID period of constrained public health measures. Through generous fundraising efforts they donated new equipment including air filtration devices that helped us combat the spread of the virus. These units are placed in the resident spaces and 'scrub' the air of viruses and bacteria using HEPA filters.

From a Board perspective we welcome the appointment of Joe Gangi and



Sharon Donovan, as casual appointees, pending their formal appointment at the Annual General Meeting in November. We also welcomed Ruth Richardson-Clark in July 2020. Joe, Sharon and Ruth's appointments strengthen the Board structure, adding more experience and skills to support effective and responsible governance. We thank outgoing members Paul Lostia, Vito Cassisi and Adrian Finanzio for their many years of service contribution.

Our Clinical Governance Sub-Committee has undertaken rigorous work to oversee continued high levels of care for our residents. The Finance and Audit Sub Committee is to be equally commended for its diligence during very difficult times in a sector that is under constant and increasing financial pressure.

In conclusion, we would like to extend our sincere appreciation to everyone associated with Assisi Aged Care - residents, families, executive, staff, volunteers and also to Board Members who continue to dedicate their time supporting our endeavours to become a trusted, reliable and community focused Aged Care provider.

Don Smarrelli
Board Chair

Peter Birkett
Chief Executive Officer

BOARD OF DIRECTORS



Don Smarrelli OAM

Board Chair

Appointed: 2004

Don is the principal of Lawcorp Lawyers (which he founded in 1979) and a member of the Council for Multicultural Australia, 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.

He also sits on the board for the Centre for Multicultural Youth (CMY), and the Australian Multicultural Foundation.

In 2007 Don was awarded a Medal of the Order of Australia (OAM) for services to multiculturalism and the community.



Don Pasquariello

FCA, FCPA, MAICD, FINSIA

Finance & Audit Chair

Member: Nominations

Appointed: 2013

Don is a Senior Partner of Deloitte, one of the world's largest professional services and advisory firms. As member of Deloitte Asia Pacific Audit & Assurance Executive and current Leader, *Clients & Industries and Capture & Defend for Audit & Assurance*, he is one of Deloitte's most experienced senior audit partners.

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 is also a Board Director of Jesuit Education Australia Limited and a Board Director of Co.As.It.



Sauro Antonelli AM

Cavaliere Ufficiale, KMG

Member: Clinical Governance,

Nominations, Development

Appointed: 1994

Sauro has been involved with Assisi Aged Care since its inception in 1990 and was the inaugural Secretary of the organisation's Committee of Management. He has been President of the Assisi Board over two periods, totalling seven years. 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 is also on the Board of Co.As.It. (Italian Welfare organisation), is Chair of the Patronato INAS in Australia and volunteers as a biographer with Eastern Palliative Care.



Ruth Richardson Clark

CA, GAICD

Member: Finance & Audit

Appointed: 2020

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, with additional business experience in 6 European countries and New Zealand.

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



Clare Grieveson

BSc (Hons) Lon MHSM
GCLACC GAICD GAICG
Clinical Governance Chair
Appointed: 2018

Clare is the Chief Executive of Southern Cross Care in Western Australia, a provider of aged residential and home care, retirement, disability and mental health services. She has a clinical background, with over 20 years' experience in the health industry including senior management roles at Monash Health and the Victorian Department of Health and Human Services.

She was the Executive Director Quality, Safety and Innovation at Mercy Health until 2021, responsible for leadership in staff safety, Work Cover, consumer experience, quality, clinical risk, service improvement and innovation.



Joe Gangi

BE(Chem), MBA, CPE, GAICD
Member: Finance & Audit
Appointed: 2021

Joe has over 30 years experience in business management and corporate governance in both private and public sectors. His current board roles include:

- Non-Executive Chairman of Webcentral Group Ltd (ASX: WCG)
- Non-Executive Director of 5G Networks Ltd (ASX: 5GN)
- Chair of the Risk & Audit Committee of 5G Networks Ltd
- Non-Executive Director of Assisi Aged Care
- Member, Industry Advisory Committee - RMIT University, Faculty of Chemical and Environmental Engineering

Joe is Executive Director of a consulting firm providing technical and project governance advice to both Private and Government clients. His corporate experience is focused on risk management, offering advice on risk mitigation and business sustainability strategies.



Adrian Finanzio SC

GAICD
Appointed: 2017
Resigned: March 2021

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. He currently serves as a member of the Victorian Bar Council, the Board of Barristers' Chambers Limited and the Legal Profession Liability Committee. He is a member of the Heritage Council of Victoria.



Vito Cassisi

Cavaliere Ufficiale,
FRAIA, RIBA
Appointed: 2008
Resigned: November 2020

Vito is a practicing architect with over 40 years experience. He is currently an examiner for the Architects Registration Board of Victoria and a member of the National Visiting Panel, University Schools of Architecture in Australia and New Zealand. He is also a board member at Co.As.It. and a former board member of both the Italian Service Institute and Villa Maria.



Paul Lostia

Appointed: 1998
Resigned: July 2021

Now retired, Paul brings experience from senior positions in the Finance Industry. He 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.

STRATEGIC DIRECTIONS

The development of Assisi’s strategic directions to 2024 is now underway. Andrew Hollo of Workwell Consulting led the Board and Management team through a thought-provoking planning day, where objectives were considered within the context of the shifting aged care regulatory and operational environment.

STRATEGIC PLAN 2018-2021

Assisi has operated within the five priority areas of the 2018-21 Strategic Plan, as outlined here.

PRIORITY AREAS		
1. Vision, mission & values	1.1 Update vision, mission and values in line with future aspirations	
	2.1 Ensure that Assisi’s services are transparent	2.2 Agree on Assisi’s standard service offerings
	3.1 Finalise retirement village development and service delivery model	3.2 Consider opportunities to deliver new services
	4.1 Develop reporting to update the Board on changes	4.2 Continue to develop a fundraising proposition
	5.1 Review workforce capability in delivering quality services	5.2 Develop a Board performance review mechanism



2.3 Consider opportunities to deliver additional supports and services

2.4 Develop a continual customer experience feedback loop

2.5 Prepare for the introduction of Consumer Directed Care

3.3 Develop a framework for determining partnerships

3.4 Undertake research on Assisi's target populations

4.3 Develop a decision making framework for financial investments

4.4 Develop a communications strategy

5.3 Plan for emerging leaders

5.4 Enable the recruitment and retention of skilled staff members

ORGANISATIONAL STRUCTURE



Peter Birkett
Chief Executive Officer
MBA, BCom, RN, RM,
MCHSM, MAICD

Peter has extensive experience in health service management and governance from both the metropolitan and rural sectors. His most recent role was CEO of a NFP and Public Sector community based organisation, Hesse Rural Health, recognised for its unique dementia environment.

Passionate about lifting the business and quality profile of aged care, Peter led a significant national quality project partnering with the Australian Council on Healthcare Standards and the Australian Aged Care Quality Agency in the piloting of a joint accreditation under all National, EQulP and Aged Care standards.

As a Board Director he serves on an aged and community care organisation, Multicultural Aged Care Services Geelong Inc.



Santosh Kumari
Director of Care
BNursing, GradDip
Leadership & Management,
CertIV TAE

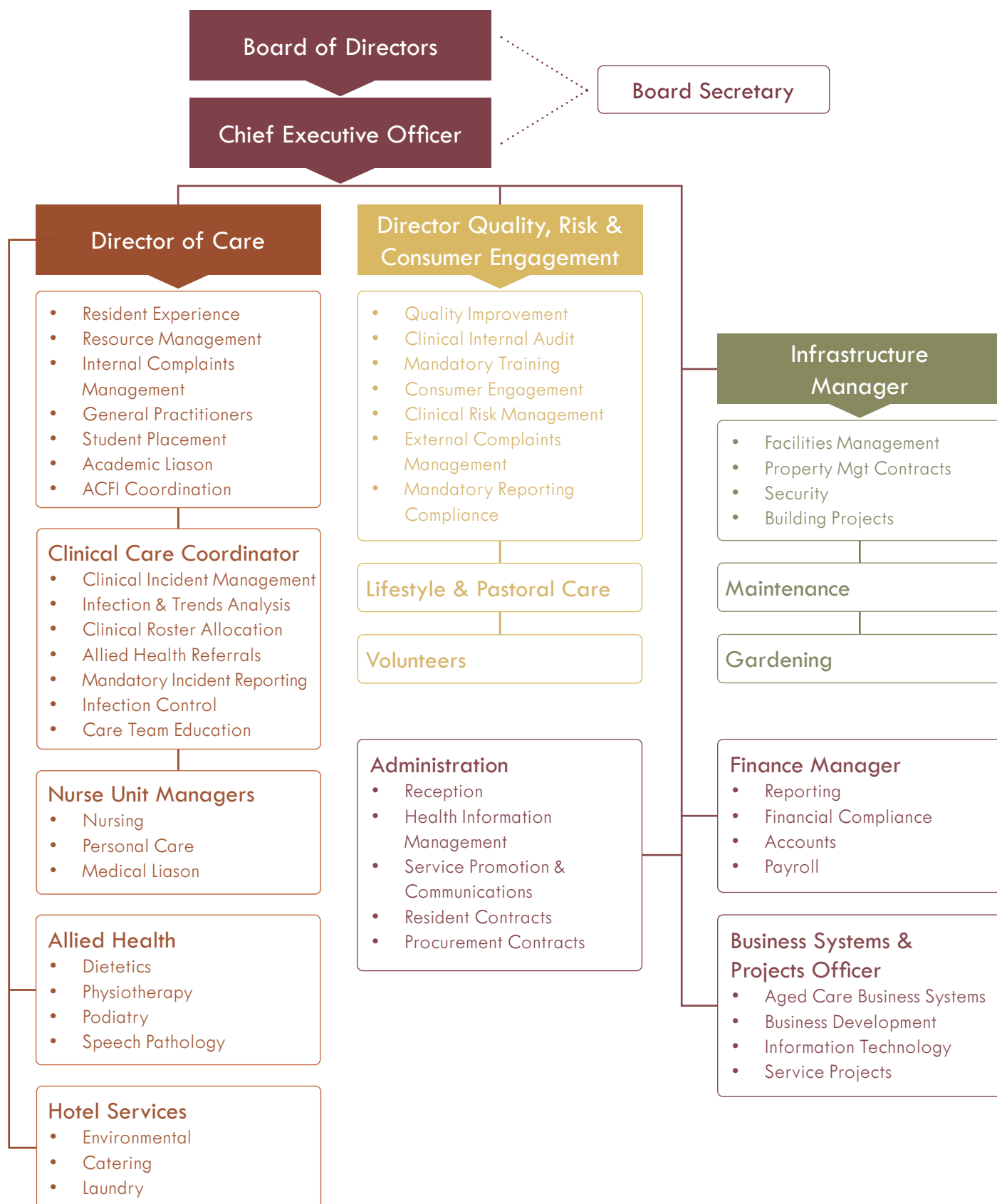
Santosh is a registered nurse with over a decade of experience working in acute and aged care settings. Santosh holds qualifications in leadership & management, assessment & training, areas of dementia, vaccines & immunisation program, wound management, OH&S and is currently pursuing MHA(Masters of Health Administration) through Monash University.



Lisa Coombes
Director of Quality, Risk & Consumer Engagement
BNurs, GradDipAdvNursing
CertIV TAE

Lisa has extensive experience in the acute, community and aged care sectors. Her extensive knowledge on quality and safety in care stems from her role as Assistant Director and Senior Surveyor with the Australian Aged Care Quality and Safety Commission, which saw her survey hundreds of aged care homes across Australia.

Other previous aged care roles include Regional Quality Manager, Regional Operations Manager and Facility Manager in the private and not-for-profit sectors.



A YEAR IN STORIES

ASSISI'S SUPPORTERS

Donations are very important to Assisi. They provide us with the opportunity to acquire additional equipment and services that improve the quality of life for our residents.

This year a significant donation of \$10,000 was received from the Associazione Pensionati Laziali Australia Inc. The community based Italian organisation operated from the Bellfield Community Centre for many years. With declining numbers, it decided to wind up and selected Assisi to benefit from the past efforts of the group. The funds were presented by Antonio Pannozzo, President of the Association. Antonio and his daughter, Maria Pannozzo made the presentation at Assisi to Don Smarrelli. At this stage, it is en-

visaged that the funds will be directed to works being considered in the front Piazza area at the entry.

During the COVID lockdown we experienced the value of air filtration devices that could remove viruses and bacteria from the air through HEPA filtration technology. The devices, provided on loan from the Commonwealth, were placed in the COVID affected residents' rooms until they recovered. We soon realised that should an exposure happen again it would be very valuable to have these units available for immediate use. The Assisi Women's Committee along with the Cortese, Porta, Pasquini, Iacono and Petrocco families have met this need and donated the units required. Your combined generosity is overwhelming.

Thankyou





CARNEVALE

Carnevale, celebrated for many centuries in Italy, is an annual festival in February and one of the highlights on the Assisi calendar.

Residents and the Lifestyle Team spend weeks making masks and decorations. The theme is riotous colour. Residents prepare to parade and feast in their vibrant finest while remaining a little mysterious behind their elaborate masks.

This year the festivities opened with 'King Tony' leading the procession into the auditorium. Attendants were in tow and traditional music filled the great hall. Residents displayed their dance moves, posed for photos with 'royalty' and proudly showed off their works of art.

However, most popular appeared to be the 'soccer' shaped piñata,

specifically requested by resident, Antonio Valente. Antonio delivered the final fatal blow, revealing its sweet contents, but not before each resident had dispensed their own brand of punishment upon the defenceless ball.

Most importantly, everyone thoroughly enjoyed the celebrations!

THE GARDENS OF ASSISI

Its picturesque aspect and established gardens are one of many reasons that Assisi is chosen by residents and families as a place to call home.

The impact of the outdoor environment on the health of the ageing body and mind has been an increasing subject of research and enquiry, as person centred approaches to residential aged care building design are brought to the forefront internationally.

Access to natural light and activity outdoors improves sleep patterns, the circadian rhythm, vitamin D levels and appetite while reducing cognitive decline, incontinence, falls, aggressive behaviours and the prescription of antipsychotic drugs. Pollock & Marshall eds (2012), *Designing Outdoor Spaces for People with Dementia*.

Recognising this, in a review of the St Claire memory support unit, Assisi appointed Allen Kong of Allen Kong Architects to apply his knowledge in contemporary design principles. He has engaged Kirsty Bennett, architect and former Manager of the Environmental Design Education Service for Dementia Training Australia, to join him in reviewing Assisi's garden design. The focus will be on strengthening connections between outdoors and all parts of the aged care building, increasing safe and independent access for residents, and optimising resident enjoyment and engagement.

Assisi's beautiful gardens offer opportunities to reflect and reinforce

the Italian lifestyle and cultural heritage of our residents. Culture, Kirsty says, strongly influences the design of outdoor spaces as it affects the way they are used and what is meaningful. The review of the gardens of Assisi

will maximise the features in all of the outdoor areas of Assisi, with a focus on creating a series of gardens with their own identity and character which invite residents and visitors to enjoy being outside.

'From the Australian Bush to the mountains of [northern Italy] ... we understand the need to celebrate the pleasures of the outdoors as it enhances our lives and well-being. ... Freedom to access outdoor spaces is a fundamental human right.' - Kirsty Bennett





300 YEARS OF LIFE & MEMORIES



Anna Mantesso

If you were to visit Anna today you would find a petite lady with beaming face, zipping around unaided, notwithstanding her 100 years.

Born in the northern Italian village of Loria in the Treviso province on the 8th of June 1921, Anna migrated to Australia in 1953 and married Enrico soon after. Together they bought a fruit and grocery store in Drummond Street, Carlton.

Anna is a qualified dressmaker, attaining her tailoress diploma in Italy. In addition to working in the family business, she designed and created beautiful dresses from their residence above the store. Ever resourceful, Anna built up a clientele for her handmade creations. One such beautiful wedding dress even featured on the cover of the Australian Women's Weekly. Such an incredible achievement and a testament to Anna's skill.

Anna is a proud mother of two children, John and Gianna. She has now lived at Assisi for two and a half years and is simply a delight. We wish her many more birthdays.

Maria Barbaro

Maria was born in Motticella in Calabria on the 2nd of June 1921, the fourth child and first daughter of a family of eleven.

As the eldest daughter, Maria was relied upon to help with upkeep of the household. From a very young age she would complete chores from which many of today's teenagers would recoil! Tasks that have become easier with the advent of plumbed water and modern appliances.

Imagine not only making linen using a loom, but then also having the skills to

embroider these materials. Such was Maria's talents, which also extended to sewing, knitting and crocheting for the entire family. We can imagine that those were challenging times, but also interspersed with periods of uncomplicated simplicity and beauty.

At 19, Maria married Giuseppe Barbaro. While she was pregnant with



their third daughter, Giuseppe migrated to Australia. Four long years passed before Maria and her daughters were able to join him in Melbourne.

Over the years, eight of her siblings also migrated to Melbourne. The family gatherings were numerous, during which she welcomed and cooked for all.

Maria De Melis

Maria moved to Assisi in 2016. Admissions Officer Gemma says that the first thing she noticed was her beautiful smile. 'Five years later, and having recently joined the centenarian club, her smile still has the ability to light up the room.'

Maria celebrated her 100th birthday on 4th January. Her only child, Giancarlo (John), has provided insight into her early life which we received with interest, hoping this would reveal a few secrets to her longevity.

One of eight siblings, Maria was raised on a farm in the hills surrounding a small village called Alanno, in the Abruzzo region. While Maria helped the family by working on the land, she also gained skills as a seamstress. She married Mario De Melis, also from Alanno.

Prompted by the devastation left by World War II that left many without real prospects of paid work, the young couple emigrated to Australia in the 1950's. They soon found work in

As with many who grew up surrounded by farmland, Maria's love of gardening continued, growing many varieties of vegetables and flowers, most of which were gifted to visitors.

Her daughter Frances reflects on living near her mother in Eltham for 40 years, where the treasured traditions of homemade sauce, salami, prosciutto

and preserved olives continued until the time Maria moved to Assisi. Frances adds that she herself maintains these traditions to this day, hoping to pass them on to her family. 'We are all fortunate to have her in our lives', Frances says.

the textile industry, where Maria was able to use her skills as a seamstress.

'Initially, life was tough in a new and culturally different land, but they had the support and friendship of a close-knit Italian, migrant community,' John says. 'Mum's charm, caring and selfless nature has always made her the centre of attention. She is well liked and loved by everyone she meets.'

John notes that family was always of the utmost importance to her, followed by her Catholic faith.

Together, Maria and Mario created a happy and comfortable life. The simple, yet tra-

ditional Italian pastimes were lovingly recreated in their new homeland.

As one would expect, the bounty of a large vegetable garden, homemade wine, prosciutto and salami were often shared amongst family and friends. Maria placed importance on the simple and basic needs of life. We are left in no doubt that this has contributed to her longevity.



REMINISCENCE TOURS

When the pandemic curtailed some of the more social aspects of our lifestyle program last year, forcing us to modify our outings schedule, we began to look at the psychology of memory. Reminiscence interventions for older adults with memory impairment have been found to improve autobiographical memory, and it was this that our lifestyle team set out to explore.

With the help of testimonies from both residents and their families, the reminiscence bus tours connected residents with their past through communion with places that had helped shape their identity.

When Antonietta Capone began fondly relating stories of her years working at the Swallows Biscuit Factory

in Port Melbourne, the idea to take her back there seemed like a no-brainer. The factory has long since gone, now transformed into apartments, but the art-deco splendour of the original edifice remains.

Giovanni Fortunato worked in Shed 24 at Appleton Docks for 39 years as a crane operator. What's left of the docks now sits in the shadows of the Bolte Bridge on the Yarra River, but many of the original structures are still visible.

During a recent bayside trip, Armando Turcarelli divulged that he had met

his wife Silvia back in 1960 while swinging a finely polished shoe across the dance floor of the Palais Theatre in St Kilda. So, we took him there to have a look.

The reminiscence bus tours provide participants a way to engage with the past, reflect, confirm a sense of place and an understanding of where they are today. The past does not disappear, it leaves its traces everywhere.



Antonietta Capone
worked at the Swallows
Biscuit Factory in Port
Melbourne.





Q&A WITH SALVATORE & MARIA

Entry into residential aged care can seem like a big change, and for many the prospect may be daunting. Assisi is committed to making this process as simple and reassuring as possible. We spoke to Maria and Salvatore to find out how they found their transition.

How long have you lived here at the Assisi Centre?

I think it's been about four months.
- Maria

What were your impressions when you first moved in?

Our first intention was to trial for a short while, but we decided to stay. We felt Assisi was a very safe place to live, and from the very early stages it felt like a good fit for us.
- Sam

Did you find the transition to living in aged care difficult?

Not at all. We felt comfortable straight away. We knew we had to adjust, made an effort to do that and were glad we did. - Sam

Both Salvatore and Maria Pizzo were born in Siracusa in Sicily, and migrated to Australia in 1955 and 1963, respectively. Salvatore (Sam) worked as a finance broker and later as a librarian at Catholic University for 10 years. He contributed to the University's annual newsletter, writing poetry, amongst other articles. He has even written 3 novels.

Maria worked as a machinist in a factory. She has also created lovely outfits and wedding dresses. After moving to Assisi, she discovered that not only had she worked with the mother of a staff member, but had sewn her wedding dress many many years ago.

What activities do you most enjoy here?

The happy hour on Fridays, the exercises always get us moving and the bus trips. We just love to get out.
- Maria

To what extent has the COVID-19 pandemic impacted your lives?

I have to admit we were uneasy at first. It has upset our routine and it has kept us apart from our friends and our family. We were very happy when we were able to see our family again. - Sam

Have you made new friends since you arrived here?

We instantly established friendships with other residents here, which made us feel very much at home. We even discovered that we knew a couple from the past. - Sam

What advice would you give to a person that was considering a move into aged care?

It has worked for us. I wouldn't hesitate in recommending aged care to anyone that was considering the next step. - Sam



CELEBRATING A FOOTBALL VICTORY

Every Monday morning after the exercise session, many residents take a keen interest in the English Premier League highlights which are beamed up on the Assisi super-screen.

The Italian National Football Team, despite recent good form, had suffered some lean years leading up to the 2021 Euros, so expectations were muted.

In the early hours of Monday, 11th July, around 20 bleary-eyed Italian residents awoke from their slumber and decamped to the auditorium to witness England and Italy do battle in the Euros final. 'It was great!' Claudio says. 'We woke up at 4am to watch it

live.' The promise of an exciting game also enticed a group of dedicated staff out of their warm beds and into the fray.

Residents belted out the Italian national anthem with gusto, but within minutes hopes were dashed by England's opening goal. However with the Italians laying relentless siege on the English goal it seemed an equaliser was inevitable. No one was surprised when it arrived and many residents agreed that the scoreline (Italy victorious 4-2 on penalties) was not just a reflection on the game, but of Italy's dominance throughout the tournament.

Claudio was most impressed with the new coach that took Italy to victory, and proudly displayed the post-win poster outside his room for a month after the big game.

The biggest sporting event in the world, the FIFA World Cup, takes place next November in Qatar. Though yet to qualify, Assisi's residents are looking optimistically towards Italy's participation via the play-offs next March.

Here's hoping!





'ENJOYING THE FOOD, ENJOYING THE CONVERSATION'

A substitute spice, or the addition of mint: these are some of the simple differences in a dish that identify its regional home in Italy. Chef Manager, Simone, says that for the locals these changes will make or break the dish. *'With Assisi's residents hailing from all over Italy, which has 20 regions, it can create quite a challenge!'*

Simone is from Somma, Lombardo in the Province of Varese, Lombardy. He moved to Australia in 2009, and with a formidable background working for some of the world's top chefs and restaurants, now leads Assisi's dedicated catering team in the provision of delicious, authentic and nutritious cuisine.

Assisi is proud of its catering program and has invested in its success. Few aged care services offer the expertise and care which go into each meal. Sourcing the right ingredients means engaging with a high number of suppliers, five of which are 'Italian only'. Meeting specific dietary requirements at times even triggers a

trip to the market. With plenty of input from residents, two or three of their recipes are found on the menu each week. A special cultural day each month is a highlight, which features foods from a given region of Italy.

Asked what makes the Italian mealtime meaningful, Simone answers *'family, community, sitting around the table, enjoying the food, enjoying the conversation.'* To enhance this dining experience for Assisi's residents, Alessia, Food Services Attendant & Environmental Supervisor, has led a number of improvements. One such is a daily 10 minute workshop on plating techniques, where the Chef shows Food Services Attendants (FSA's) how best to present each element of the meal. For Simone, who teaches at William Angliss Box Hill Institute, this is right up his alley.

Though demand has reduced during the COVID-19 pandemic, the Assisi kitchen also

offers a catering service for special functions such as birthdays, weddings and funerals held on Assisi grounds. This has been expanded further to trial a home meals program. Valerie's experience is shared below.

Due to the kitchen's high output, external reviews undertaken mid year identified the need for an additional Combi Steamer Oven. This has since been purchased, and will assist in retention of nutritional value through reduced hold time in bain-maries.

Despite the fast-paced environment that characterises any commercial kitchen, you are sure to be greeted with a smile and laughter can often be heard among the clatter of pots and pans. *'We have a great team,'* Simone says.

My name is Valerie and I am an 83 year old who lives alone. I have had very poor health this year and have been unable to shop, and I find preparing meals very difficult. I now have the opportunity of selecting and ordering meals from Assisi Aged Care, as a community client. I have coeliac disease and am not able to eat gluten, and the home is able to provide me with gluten free options from their menu. The meal choices are excellent, with a lot of variety, and the food is not only nutritious but delicious! I am eating better than I have for a long time and I am enjoying eating vegetables for the first time in years – so tasty! I cannot speak highly enough of the care that goes into the meals. Having well prepared meals is such a blessing for me.





WELLNESS INITIATIVES

In Australia few have been more affected by the secondary impacts of COVID-19 than the elderly. Assisi's programs have been tailored to support the ongoing social connection, physical wellbeing and mobility of our residents, and have further sought participation in wellness initiatives through collaboration with our academic partners, La Trobe and Swinburne universities.

The ELATE (Elders at Ease) program has been delivered to a small number of residents this year. The program is part of a research study led by Professor Sunil Bhar from Swinburne University

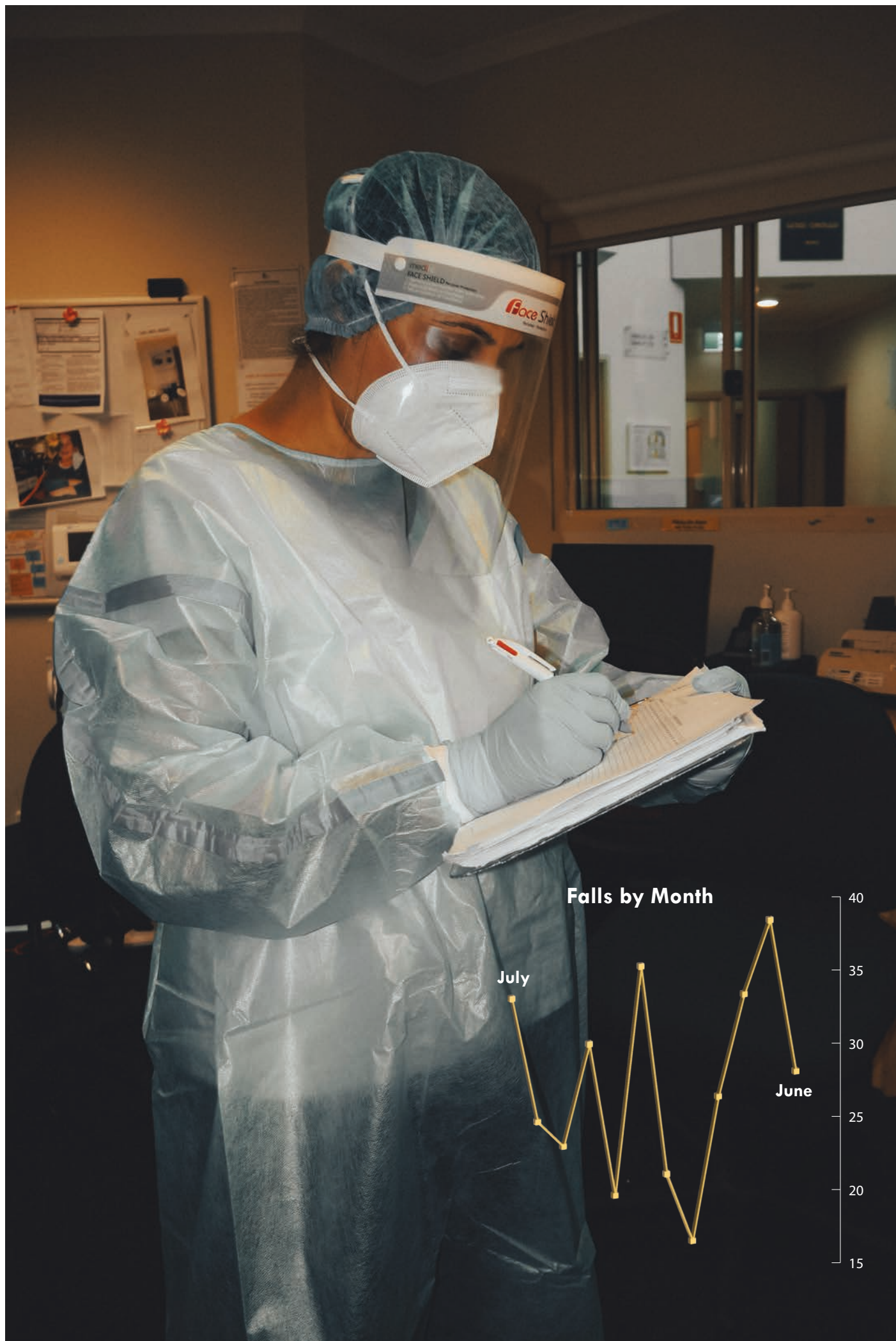
and funded by the Australian National Health and Medical Research Council together with Beyond Blue. It provides five months of weekly individualised support to residents who qualify, with the aim of improving the mood and quality of life of those involved. The program also provides education on mental health for staff and families. We have been fortunate to continue the program through periods of lockdown via telehealth video conferencing.

Assisi residents were also eligible for a COVID Allied Health Group Therapy

Package with Vivir Healthcare. The aim of the group therapy program is to improve physical functioning of aged care residents who are at risk of deconditioning due to COVID-19 lock downs. The groups are led by an exercise physiologist twice per week for each participant, with maximum groups of four participants.

We continue to look for and engage in opportunities for residents to maximise their independence and quality of life.





QUALITY OF CARE

Clinical Governance

All residents have the right to expect and receive consistently safe and high-quality healthcare and service delivery. This relies upon purposeful aged care system design and organisational processes with effective governance, stewardship and review mechanisms.

Assisi operates within a Clinical and Quality Governance Framework led by the Board of Directors in partnership with our workforce, residents and their representatives. Six domains support specific roles and responsibilities and describe accountability for the quality of care provided to our residents.

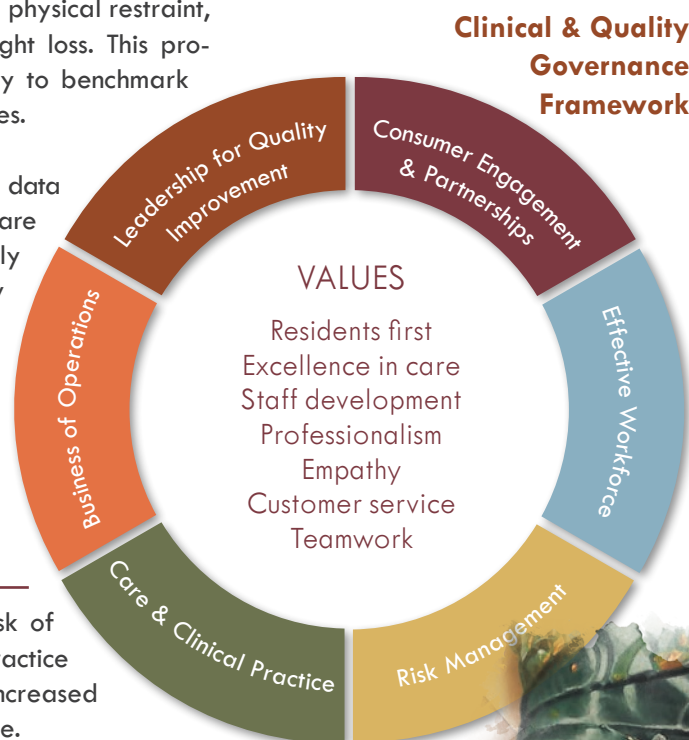
Quality indicators measure aspects of service provision that contribute to the

quality of care. Assisi participates in the National Aged Care Mandatory Quality Indicator Program, which requires residential aged care services to collect and report on five quality indicators: pressure injuries, falls, medication errors, use of physical restraint, and unplanned weight loss. This provides an opportunity to benchmark against national rates.

Additional indicator data and improvements are collated monthly and monitored by the Clinical Quality and Safety Committee, Executive Committee, Clinical Governance Board

Sub-Committee and the Board. Individual in depth case review is undertaken following adverse events.

A total of 1,020 clinical incidents occurred in 2020-21.



Managing Falls for Safety

Assisi has a comprehensive falls prevention and management program. With physiotherapy services on site five days each week, each resident is reviewed for falls risk on admission, at three monthly intervals and upon incidence of a fall or identification of changes to mobility and transfer needs.

Falls prevention and management strategies are implemented for

residents at high risk of falls, and walking practice sessions provide increased strength and balance.

Notice is provided to the resident's General Practitioner following a fall, and critical incident analysis is undertaken.

A total of 333 falls occurred during the year.

CCTV in Incident Review

Some incidents occur unwitnessed, and establishing what has occurred can be difficult if involving people who can't communicate as well as they would like or who are experiencing cognitive decline. CCTV is a way to ensure they are protected, and Assisi's system has become a valuable tool for review.

During the year our system of 23 cameras was upgraded to 64 digital cameras. This now provides comprehensive coverage of the aged

care facility and the grounds. No cameras are located in resident rooms.



Nutrition & Weight Loss

Strategies for the management of resident nutrition, hydration and weight loss underwent significant review during the year, with enhanced guidance and training provided to staff towards intake monitoring and response.

In consultation with Assisi’s dietitian, energy and protein supplements have been introduced, along with high energy content foods. With further guidance from Assisi’s speech pathologist, modified texture foods are now presented in molds for those residents with swallowing difficulties. This means that, despite purer texture, the ingredients can be more

readily identified with the objective that they be more palatable.

Weight loss indicators are monitored, and submitted to the National Aged Care Mandatory Quality Indicator Program quarterly. These are ‘Significant Unplanned Weight Loss’ (equal to or greater than three kilograms over a three month period) and ‘Consecutive Weight Loss.’ The dietitian and speech pathologist review any residents assessed as at risk, with strategies added to the dietary care plans where relevant.



	Assisi 2020-21	National Rate
Significant Unplanned Weight Loss	0.72	0.85
Consecutive Unplanned Weight Loss	1.08	0.84
Pressure Injury - Stage 1	0.24	0.29
Pressure Injury - Stage 2	0.33	0.31
Pressure Injury - Stage 3	0.04	0.05
Pressure Injury - Stage 4	0.02	0.01
Suspected Deep Tissue Injury	0.06	0.20
Unstageable Pressure Injury	0.16	0.03
Intent to Restrain	0.13	1.37
Physical Restraint Devices	0.39	3.15

Rates per 1,000 bed days.

Effective Skin Care

As people age they are at increased risk of skin tears and pressure injuries. These are the most common wounds that affect older people following hospitalisation.

Assisi’s Clinical Care Coordinators review skin integrity incidents, and staff online training and competency assessments are routinely undertaken.

Referrals to Assisi’s wound specialist occur on a regular basis for any non-healing or complex wounds. A range of pressure relieving interventions are in place including pressure area care, curocel air mattresses, booties and bed cradles.

Pressure injuries are considered an adverse event, and reported through

the National Aged Care Mandatory Quality Indicator Program by severity, where Stage 1 is least severe. Total pressure injuries during the year were 57.

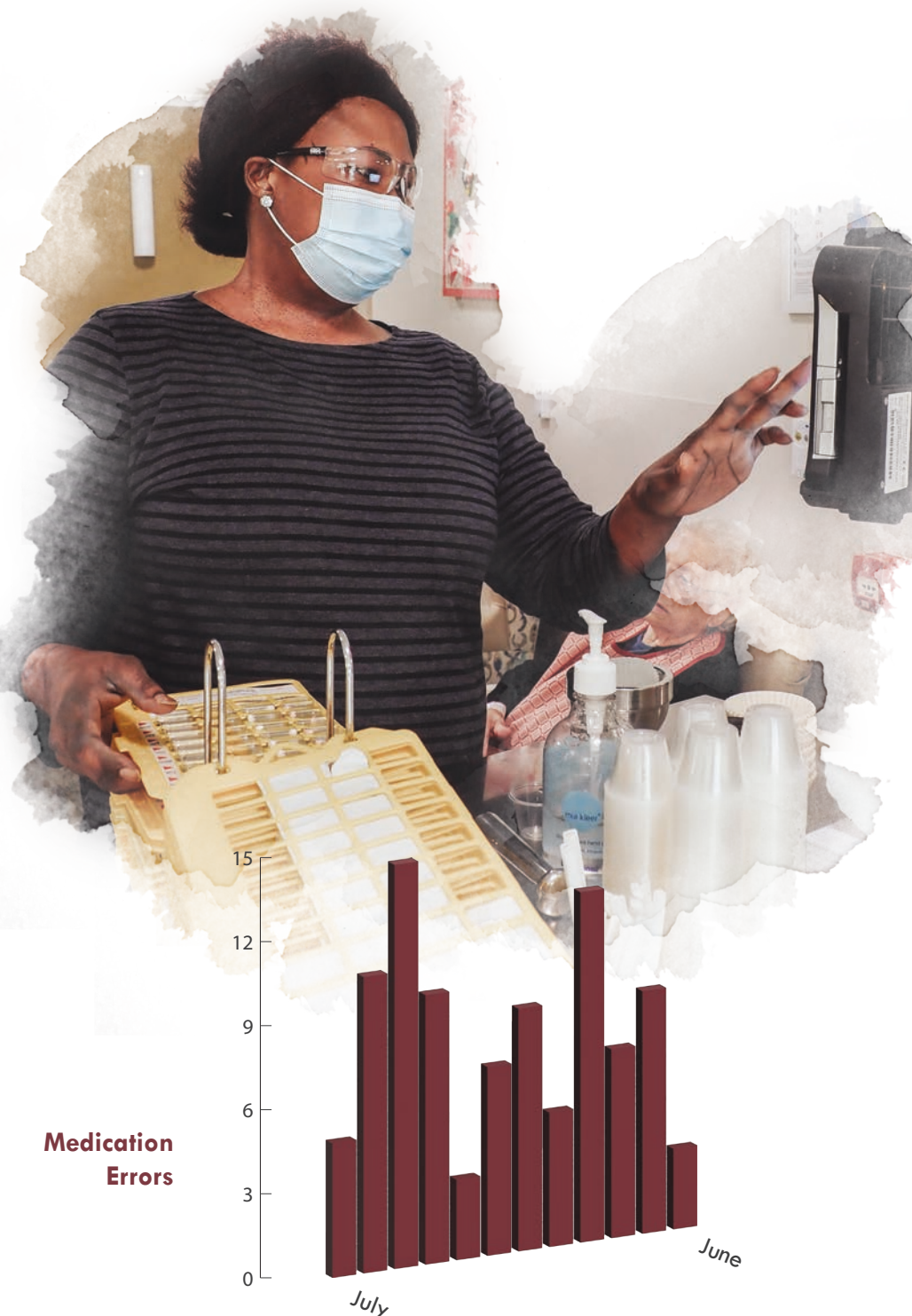
Medications

Most aged care residents take some form of medication to manage varying health conditions. While this has a significant role in improving quality of life, careful management is required to ensure no harm occurs through inappropriate use.

Medication management training and competency assessments are undertaken annually for Assisi staff. Assisi's Residential Medication Management Review program provides comprehensive assessment of resident medication needs to minimise risk of harm.

All medication errors are investigated and reported as an adverse event. The Medication Advisory Committee meets regularly to oversee issues regarding medication management.

There were 97 medication errors for the year.



Restrictive Practices

A restrictive practice may be environmental, mechanical, chemical, physical, or seclusion. A restrictive practice must be a last resort to prevent harm, in consultation with health practitioners.

Amendments to the *Aged Care Act 1997*, effective 1 July 2021, provide increased safeguards for residents and greater responsibilities for aged care providers. Assisi's procedures

have been updated to reflect these changes.

In partnership with the General Practitioners, significant review of psychotropic medications has been undertaken throughout the year, with consideration to resident needs and alternative interventions. This has resulted in decreased prescription and use, in what is a fantastic outcome.

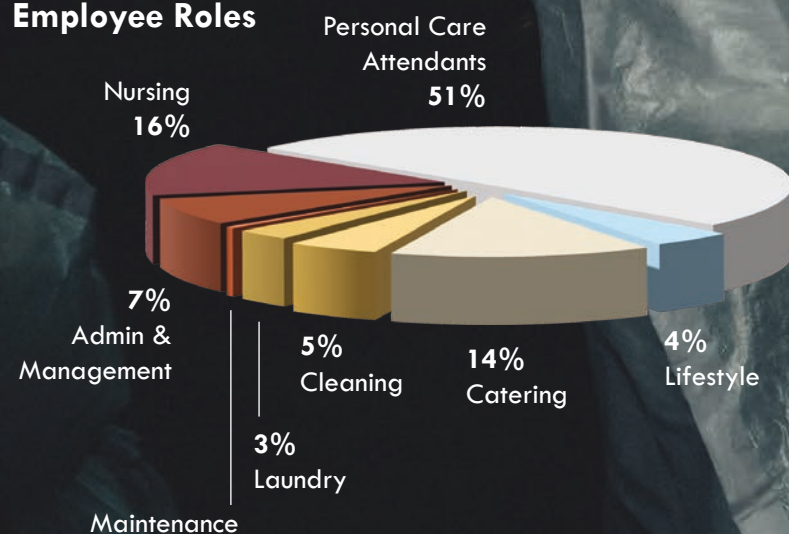
Our People

In what has been an extraordinary year, Assisi's workforce has adapted in difficult circumstances to ensure continued quality care and services.

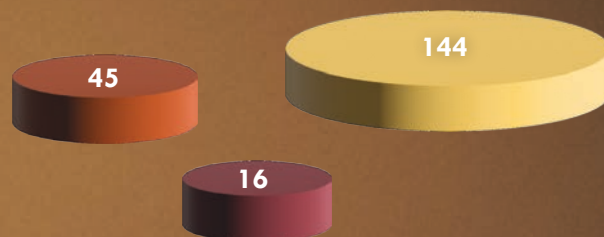
Single place of employment arrangements established during the peak of the pandemic to minimise the spread of COVID-19 resulted in the need for workforce self-sufficiency, and elimination of the reliance on external nursing agencies. We have seen practice changes to maximise person centred care and ensure strengthened infection control received with the professionalism consistent with Assisi's values.

With a highly diverse workforce, Assisi benefits from the unique perspectives and knowledge this brings. We value equity, compassion, co-operation and advocacy, and are proud of our committed staff.

Breakdown of Employee Roles

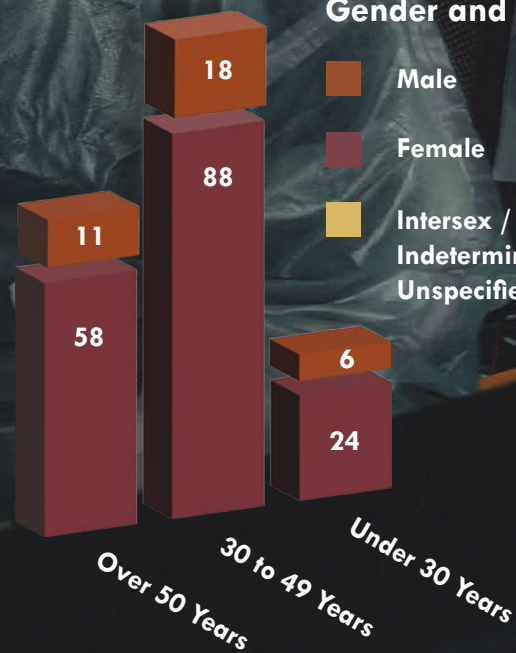
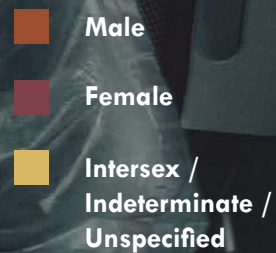


Employees by Employment Type



240,560
Hours Worked

Employees by Gender and Age





Clinical Education

The Assisi professional development program has been comprehensively revised during 2021, with the employment of an experienced aged care nurse as a Clinical Educator. This has provided us with the opportunity to employ graduate Enrolled Nurses to assist our Registered Nurses with the more acute clinical needs of our residents, with the clinical educator providing regular practical hands-on training sessions to enhance staff knowledge and skills. Assisi subscribes to a registered online training organisation to provide annual mandatory training and other topics of interest and this is supplemented by in-person training for more practical topics such as medication management, infection control, manual handling and emergency response procedures. In this way, Assisi ensures that the workforce is competent, trained and equipped to deliver the care and support our residents require.

Serious Incident Response Scheme (SIRS)

The SIRS was introduced in April 2021 with the aim of preventing abuse and neglect in residential aged care. The introduction of the SIRS places specific obligations on providers to have an effective incident management system in place and identifies the range of incidents, which must be

reported to the Commission. The SIRS complements other regulation, including the integrated expectations of the Charter of Aged Care Rights, the Aged Care Quality Standards and open disclosure requirements. Assisi provided comprehensive training prior to the commencement of the

scheme to ensure that all staff were aware of the new requirements, and a decision making tool was provided to ensure all incidents were considered in the context of the legislation. Our online clinical documentation tool was upgraded to ensure documentation requirements are met.

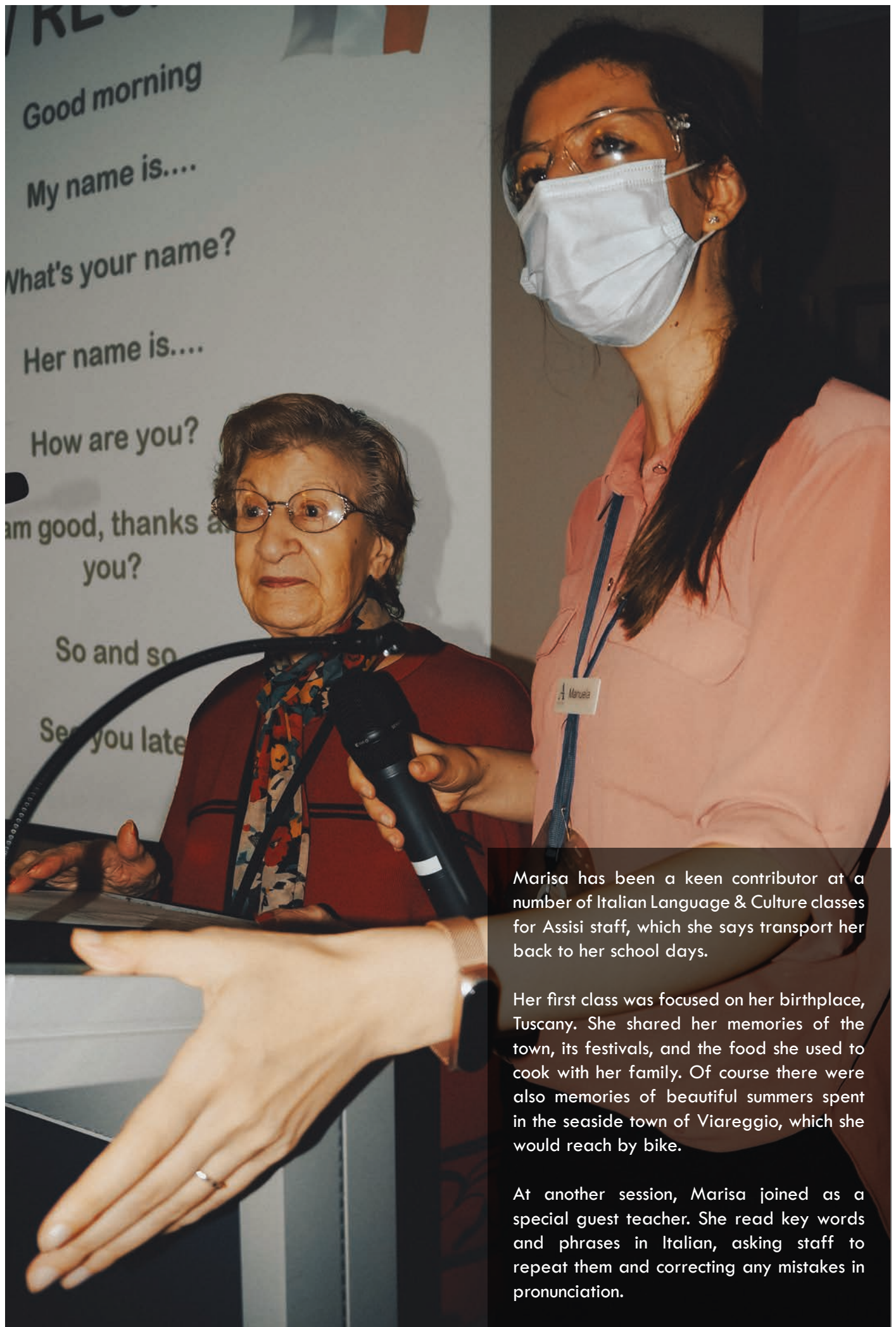
Language & Culture

While we are fortunate to have several Italian speaking staff on our team, it was recognised that a number of new staff had limited Italian language skills, potentially limiting the opportunity for them to engage with the residents in a meaningful way.

Assisi has adopted a person centred approach that acknowledges though most of our residents are of Italian origin, there are subtle but important differences in culture that arise in each region of Italy.

Manuela, Assisi's interpreter and a member of our pastoral care team, and Tony, from our lifestyle team, developed a series of monthly lessons, available to all staff. Residents from the particular regions are given the opportunity to be involved as teachers, and their contribution has been a highlight of the series!





Marisa has been a keen contributor at a number of Italian Language & Culture classes for Assisi staff, which she says transport her back to her school days.

Her first class was focused on her birthplace, Tuscany. She shared her memories of the town, its festivals, and the food she used to cook with her family. Of course there were also memories of beautiful summers spent in the seaside town of Viareggio, which she would reach by bike.

At another session, Marisa joined as a special guest teacher. She read key words and phrases in Italian, asking staff to repeat them and correcting any mistakes in pronunciation.

COVID-19 & its Clinical Impact

Aged care homes have been the epicentre of the COVID-19 pandemic, and it comes as no surprise that so far, 529 homes across Australia have been affected by positive infections. For Aged Care the impact of COVID is extremely challenging at various levels.

From the resident's perspective, the impact of living through two years of stress and feeling even more powerless in an advanced age is enormous. Generally in aged care, the focus in the delivery of care is to maintain the resident's routine, however there becomes a drastic change in the routine during an outbreak. There is a change in the nature of social interaction. The protective equipment of masks, gowns and face shields along with distancing measures becomes difficult for our frail residents to comprehend. There may be a diminished focus by care staff on general residents' needs when there becomes a new demand for continuous absolute infection control practices. Normal visiting arrangement cease and the inability to see family members as freely as before can elevate insecurity and stress.

During the outbreak it was essential that residents isolated in their rooms. Lack of awareness and cognitive impairment brought the biggest challenge of keeping residents in separate spaces.

Sadly, the inability to quarantine some residents to their rooms resulted in hospital transfer. Not being able to see their family members and even co-residents in the facility impacted not only their mental wellbeing but took a toll on physical health as well. Thanks to digital technology, facetime kept residents connected to their loved ones and telehealth to doctors. The auditorium AV equipment was used to stream programs into the 150 bedrooms.

As the 2021 outbreak period extended Assisi was increasingly required to become a clinical quasi-medical hospital. Residents further confined to their rooms now desperately awaited the moment they could come out and meet their Assisi friends or see their family. Sadly, group activities like Rosary, Tombola and Happy Hour which provide an opportunity to our residents to get together and have meaningful social interactions were no

longer taking place in the communal areas. Food, such an important part of Italian culture, enjoyed with families and friends around the table, was served to the residents in their rooms.

Staff were feeling helpless. Dressed up head to toe in the protective gear to save residents from contracting COVID, our staff seeking to provide emotional support could no longer freely communicate and their time was swamped by increasing clinical loads. Simple task of carrying out general observations of residents was very tedious as was report writing and personal care. Residents who contracted the virus needed specialised nursing care. Frequent monitoring of their vital signs and strict food and fluid intake monitoring, formerly needed for a few, was now required for many.



The impact of spending 3-4 weeks in their rooms cannot be underestimated. Staff have been vigilant in providing rehabilitative walks and opportunities for fresh air; however, many residents remain fatigued and deconditioned. We have employed the services of our physiotherapy team to focus primarily on strengthening activities to enhance stamina and minimise the risk of falls. The dietitian has been providing supplementary strategies for residents who have experienced unexpected weight loss. The lifestyle staff have modified their program to encourage residents to re-join activities at their own pace.

Congratulations to the team in bringing the case numbers back down to zero.....that's no mean feat! [We] were very confident that Mum was in great hands. Thanks for the regular updates and we look forward to visiting her in the near future.

- resident relative



Infrastructure & Environment

Assisi is committed to reducing its environmental footprint, with a large scale 300Kw solar power system installed during the year. The project was assisted by State Government grant. With an incredible 807 panels across the aged care roofline, the system will generate as much as 46% of Assisi's energy consumption levels in the summer. A corresponding reduction in energy costs is expected.

The corrugated roof covering the main building of the facility was coated with

a product that reduces thermal shock and will extend the roof's life by a further 20 years. A key benefit is its insulation property, with an expected reduction in air conditioning costs.

Our in-house Maintenance Officer undertook nearly 2,000 minor maintenance jobs during the year.

FM Essentials are engaged to coordinate both proactive and reactive

Essential Services Maintenance (ESM), ensuring compliance with Australian Standards and government & building regulations.

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





FINANCIAL REPORT

INTRODUCTION

In a year in which the aged care sector has been placed under unparalleled financial pressures by the pandemic and resulting market uncertainty, Assisi has consolidated its business approach to ensure sustainable ongoing operations. The comprehensive result was a deficit of \$1.26 million, much of which reflected significant investment in workforce beyond industry levels and Commonwealth funding. This has brought Assisi closer to meeting the targets recommended by the *Royal Commission into Aged Care Quality and Safety*, though the sector as a whole still awaits funding to support these changes. The result is a significant improvement on the 2020 deficit of \$2.47 million, and we are confident that the new year will continue this recovery.

Assisi's financial performance is closely tied to the occupancy of its residential aged care facility, which incorporates five 30 bed units totalling 150 beds. Average occupancy was 92.18%, slightly higher than occupancy across the industry which averaged 92% (89.6% in Victoria). The impact of reduced occupancy was offset by an increase in the Aged Care Funding Instrument (ACFI) rate of 1.62%, along with other grants.

Capital expenditure of \$557,000 was spent on upgrading amenities, equipment and furniture throughout the facility including upgrades to the ICT and CCTV systems, and purchases of lifting & care equipment. In addition, Assisi commenced installation of a 300kW solar power system which will reduce our carbon output by 415 tonnes annually.

Assisi held \$49.5 million in Refundable Accommodation Deposits for residents at 30th June. A strong Liquidity Management Policy is maintained, and the Investment Management Strategy is reviewed annually to ensure returns are earned within its parameters. JBWere continue as external investment advisors. Assisi has set a long term and moderately conservative investment strategy, ensuring the protection of refundable accommodation deposits and bonds while maximising income and meeting Commonwealth prudential requirements.

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. As such, it has complied with all obligations required by the ACNC Governance Standards. This includes the audit, unqualified, of the 2020-21 financial statement undertaken by ShineWing Accountants and Advisors.

The following financial reports summarise Assisi's performance for the year. The complete set of financial statements is available on request, or on the ACNC website.

ASSISI CENTRE LIMITED

ABN 33 929 275 686

DIRECTORS' DECLARATION

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 4 to 31, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2021* and:
 - a. comply with *Australian Accounting Standards – General Purpose Financial Statements – Simplified Disclosures* for For-Profit and Not-for-Profit Tier 2 Entities of the Australian Accounting Standards Board, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board; and
 - b. give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the Company.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.


Director


Director

Dated 25th OCTOBER 2021

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF ASSISI CENTRE LIMITED

Opinion

We have audited the financial report of Assisi Centre Limited (the Company) which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Assisi Centre Limited is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year then ended, and
- complying with Australian Accounting Standards – Simplified Disclosure Regime Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

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If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation and fair presentation of the financial report in accordance with the Australian Accounting Standards – Simplified Disclosure Regime Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

ShineWing Australia

ShineWing Australia
Chartered Accountants

Hayley Underwood

Hayley Underwood
Partner

Melbourne, 25 October 2021

**AUDITOR'S INDEPENDENCE DECLARATION UNDER 60-C SECTION 60-40 OF THE
AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE
DIRECTORS OF ASSISI CENTRE LIMITED**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been:

- i. No contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit, and
- ii. No contraventions of any applicable code of professional conduct in relation to the audit.

ShineWing Australia

ShineWing Australia
Chartered Accountants



Hayley Underwood
Partner

Melbourne, 25 October 2021

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Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2021

	2021	2020
	\$	\$
Residential Care Revenue		
Government Subsidies & Supplements	9,855,344	10,113,613
Resident Daily Care Fees	2,631,745	2,700,849
Resident Accommodation Payments	834,793	849,132
Imputed Lease Income on RADs and Bonds	1,678,537	2,340,950
	15,000,419	16,004,544
Other Income		
Investment Income	839,264	606,426
Rental Income	100,986	94,448
Fundraising, Donations & Bequests	24,915	104,124
Other income	1,194,472	107,507
	2,159,637	912,505
Total Revenue	17,160,056	16,917,049
Expenses		
	(12,968,249)	(12,039,003)
Depreciation and Amortisation	(1,729,980)	(1,781,479)
Catering Provisions	(769,050)	(715,571)
Facility Cleaning & Support Programs	(589,715)	(598,358)
Resident Care & Support Programs	(999,872)	(835,802)
Other Costs of Accommodation	(420,723)	(486,069)
Communication & Administration	(940,796)	(755,225)
Imputed Interest Charge on RADs & Bonds	(1,678,537)	(2,340,950)
Other	(6,488)	(68,684)
Total Expenses	(20,103,410)	(19,621,141)
Year	(2,943,354)	(2,704,092)
Fair Value Gain on Financial Assets Measured at FVTOCI	1,678,752	230,780
Total Comprehensive Loss for the Year	(1,264,602)	(2,473,312)
Total Comprehensive Loss Attributable to Members of the Company	(1,264,602)	(2,473,312)

Statement of Financial Position
As at 30 June 2021

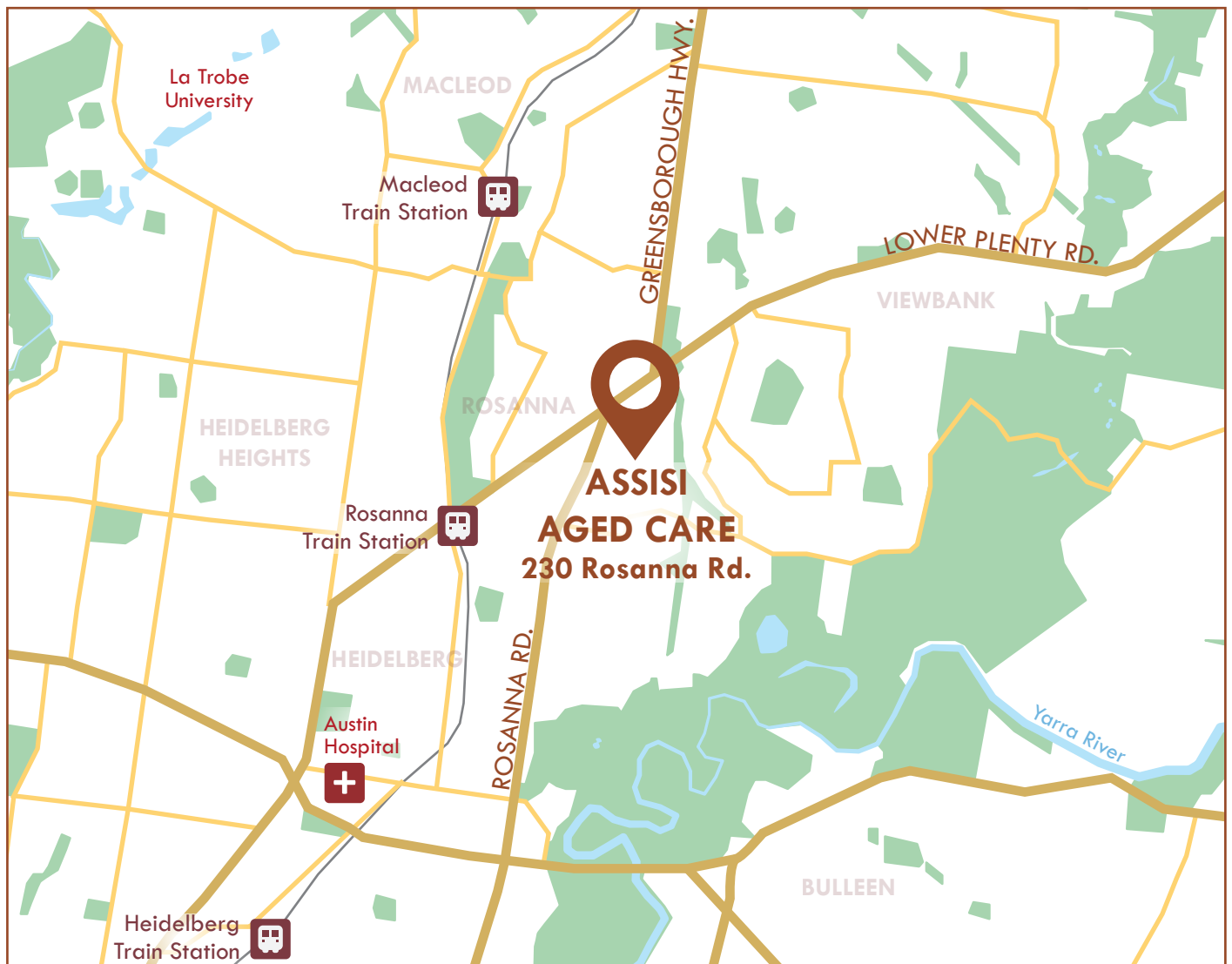
	2021	2020
	\$	\$
ASSETS		
Current Assets		
Cash and Cash Equivalents	9,344,169	36,571,134
Trade and Other Receivables	5,837,533	401,233
Prepayments	176,687	165,092
Total Current Assets	15,358,389	37,137,459
Non-Current Assets		
Property, Plant and Equipment	56,833,381	57,541,489
Intangible Assets	4,800,000	4,800,000
Financial Assets	25,015,881	6,769,004
Total Non-Current Assets	86,649,262	69,110,493
Total Assets	102,007,651	106,247,952
LIABILITIES		
Current Liabilities		
Trade and Other Payables	940,287	1,560,572
	1,935,682	1,661,342
Financial Liabilities	49,481,799	52,193,827
Total Current Liabilities	52,357,768	55,415,741
Non-Current Liabilities		
	336,293	254,019
Total Non-Current Liabilities	336,293	254,019
Total Liabilities	52,695,061	55,669,760
NET ASSETS	49,313,590	50,578,192
EQUITY		
Retained Earnings	3,616,280	6,559,634
Reserves	45,697,310	44,018,558
Total Equity	49,313,590	50,578,192

Statement of Changes in Equity
For the Year Ended 30 June 2021

	Retained Surplus	Asset Revaluation Reserve	Investment Revaluation Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2019	9,263,726	43,787,778	-	53,051,504
Attributable to Members	(2,704,092)	-	-	(2,704,092)
Total Comprehensive Income	-	-	230,780	230,780
Balance at 30 June 2020	6,559,634	43,787,778	230,780	50,578,192
Balance at 1 July 2020	6,559,634	43,787,778	230,780	50,578,192
Attributable to Members	(2,943,354)	-	-	(2,943,354)
Other Comprehensive Income	-	-	1,678,752	1,678,752
Total Comprehensive Loss	(2,943,354)	-	1,678,752	(1,264,602)
Balance at 30 June 2021	3,616,280	43,787,778	1,909,532	49,313,590

Statement of Cash Flows
For the Year Ended 30 June 2021

	2021	2020
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Residents and Government	14,563,730	14,839,019
Payments to Suppliers and Employees	(17,433,168)	(15,532,819)
Interest Received	60,790	746,908
Rental Income	100,986	100,003
Fundraising, Donations & Bequests Received	20,715	56,363
Net Cash Provided by Operating Activities	(2,686,947)	209,474
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of Property, Plant and Equipment	(557,145)	(367,827)
Proceeds from Sale of Property, Plant & Equipment	-	2,000
Purchase of Investments	(17,723,535)	(6,538,224)
Proceeds from Sale of Investments	1,155,406	-
Income from Investments	492,542	35,784
Net Cash Provided Used in Investing Activities	(16,632,732)	(6,868,267)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net Movement in trust Funds Held on Behalf of Residents	(1,716)	3,648
Proceeds from Refundable Accommodation Deposits / Bonds	8,949,729	12,558,041
Repayment of Refundable Accommodation Deposits / Bonds	(16,855,299)	(7,158,496)
Net Cash Provided by Financing Activities	(7,907,286)	5,403,193
Net Increase / (Decrease) in Cash and Cash Equivalents Held	(27,226,965)	(1,255,600)
Cash and Cash Equivalents at Beginning of Year	36,571,134	37,826,734
Cash and Cash Equivalents at End of Financial Year	9,344,169	36,571,134



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DONATE TODAY

Assisi is a not-for profit aged care service seeking to provide the best possible care to the frail aged of the Italian community. Your contributions make a difference. All donations are tax-deductible.

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Bank: NAB
Account: 12 271 5397
BSB: 083 170
Reference: [your name]

CHEQUE

Payable to:
Assisi Aged Care
230 Rosanna Road
Rosanna, Victoria 3064

PAYPAL



Assisi acknowledges Victoria's Aboriginal and Torres Strait Islander communities and their rich culture. We pay respect to the Ancestors, Elders and Communities of the Wurundjeri Woiwurrung people, the custodians of the land on which we deliver our residential aged care services.



Assisi acknowledges Australia's migrants and refugees for their cultural, economic and political contributions to this nation as they seek a better life for themselves and their families.

Ama la Vita, Vivi Italiano

ROSANNA, AUSTRALIA