



# ANNUAL REPORT 2016~2017



co.as.it.  
community  
services

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# MISSION STATEMENT

To be a **leader** in the provision of quality, accessible and affordable community care services for the general and CALD (culturally and linguistically diverse) communities.

To be the **focal point** in Queensland for the promotion and study of the Italian language and culture.

## VALUES AND OBJECTIVES

**Dignity:** Creating a working environment in which there is equal opportunity and a profound respect where staff and consumers are understood and respected

**Sensitivity:** Meeting the consumer's needs by being supportive, responsive, adaptive and innovative and supporting consumers in their choice of care and lifestyle

**Honesty:** Acting with integrity, being transparent, exercising stewardship and governance while being responsible and accountable

**Value:** Aspiring to provide value for money at all times and meet the consumer's expectation and financial capacity to receive the best possible care

**Excellence:** Striving for a high standard of consumer satisfaction and to excel in all that we do

# OUR METHODOLOGY

- The key to the successful pursuit of our vision is our staff and volunteers
- Develop and deliver accessible, wide-ranging, innovative and supportive services
- Engage with communities of interest
- Engage in partnerships and collaborative ventures with other community agencies, groups, government departments, health and education professionals to enable us to provide leading edge services
- Embrace new technologies
- Ongoing quality improvement practices in our service and systems to deliver cost effectiveness and efficiencies
- Tailor services to suit individual needs

# GOVERNANCE

## Executive

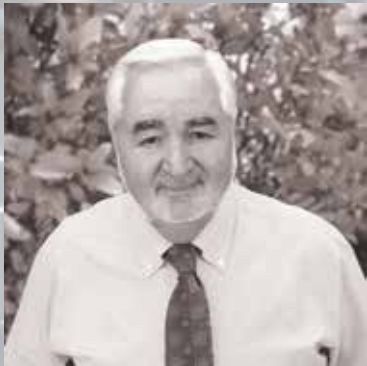
Cav. Nereo Brezzi | President  
Cav. Antonio Giovanni Palella | Vice-President  
Antony Brown | Treasurer  
Luisa Rose | Secretary

## Committee Members

Cav. Peter Accornero  
Joseph Bonica  
Joe Chisari  
Frank Cotroneo  
Massimo Ficca  
Angela Filippello  
Filippa (Pina) Carpenzano

Dina Ranieri (Director)  
Tanina Softa (Assistant Director)





## PRESIDENT'S REPORT

**Co.As.It. has experienced another year of continued and successful growth despite the many changes across our aged care and community services sectors.**

I am very pleased to present this report which marks another proud year of accomplishments in Co.As.It.'s 39 year history of serving the community.

Now more than ever Co.As.It.'s diversity in services and its people has helped the organisation embrace new challenges, creating future opportunities for our clients.

The annual planning meeting in December allowed us to review, improve and refine the way in which we deliver our programs and services helping us to develop our vision and action for a Co.As.It. of tomorrow.

We are proud of our strong community presence having hosted a variety of community events and activities with a particular focus and support for those community members from a CALD background.

Despite cut-backs in funding from the Italian Government, the Italian Language Centre has shown continued progress with both enrolments and

Professional Development for Italian language teachers. The dedication and contribution of our staff and volunteers is invaluable, and the Management Committee expresses their sincerest appreciation.

The Management Committee continues to uphold its vision:

- to ensure the continuation of a safe, co-operative, rewarding and up-to-date working environment;
- to enable the Director and her team to operate with maximum flexibility; and
- to co-operate closely with important strategic partners in all our operational areas.

Particularly now, collaboration with and the support of partners are vital in accomplishing united positive outcomes for our clients and community members.

I would like to acknowledge our valued partners across our core activities of Aged Care and Italian Language teaching who have supported our vision.

I am grateful for the ongoing support of the whole Management Committee. Together, we are excited by the challenges and opportunities of the coming years and we are confident our continued vision will guide us

in the advancement of our programs. I would like to acknowledge the outstanding contributions over the past year made by the following people in our organisation:

- Our wonderful Director Dina Ranieri who continues to lead the organisation with a resolute direction for growth and sustainability in our programs. With her at the helm, the organisation will achieve another productive year.
- The Management Committee Executive, Cav. Antonio Palella (VP), Antony Brown (Treasurer) and Luisa Rose (Secretary) who have supported and encouraged the organisation's continued development.

Finally, I take this opportunity to offer my sincerest thanks and appreciation to all members of the committee, management and staff who offered me their condolences and support following the untimely passing in July of my beloved wife Jodie.

It emphasised to me at first-hand what a wonderful and caring organisation we have the privilege of being associated with.

[Cav. Nereo Brezzi - President]

# DIRECTOR'S REPORT



At the close of another year, we reflect on the ongoing challenges faced and the many success stories that make us proud.

Our greatest connection with the community we serve is always through our social events, outings and group activities.

The social aspect is important to our members as it allows them to continue to be independent and in contact with a provider of choice if increased services are required.

The introduction of the “Insieme” private social outing service has allowed many members of our community to join the much loved social interactions without undergoing the assessment process through My Aged Care.

The Federal Government announced its changes for the Home Care Packages program to move to a market-based system as from February 2017.

These changes provided Co.As.It. with an opportunity to showcase its services in more geographical areas and no longer be limited by the boundaries of the previous funding model.

Co.As.It. continues to invest in technology and client's experience in order to be a competitive player in this new community care market. Our strategy over this financial year has been to identify our strengths, know our market

and build on these to gain sustainable competitive advantages in the future.

The importance to remain competitive today is our people.

Our care staff is the key to winning over clients, they represent Co.As.It. in their competence, attitude and responsiveness to the client's needs.

Implementing training modules accessible on line has improved the skills and knowledge of the care staff who have embraced this new method of learning.

It provides for continuous education which is flexible, easily accessible and cost effective.

This year we were able to secure extra Commonwealth Home Support Program funding to increase services in five regions.

The introduction of transport services in Brisbane and Domestic Assistance at the Gold Coast provided us with the opportunity to offer these services to new and existing clients many of whom did not wish to move to other providers in the region.

Increasing our brand awareness amongst the broader community and corporate sector continues to be one of our focus points. We have found that word of mouth is the best method as our clients are our brand ambassadors.



The results of our Quality Audit were impressive and once again Co.As.It. was successful in meeting all of the Home Care Standards covering the aged care programs operated from the Brisbane and Gold Coast offices.

It is thanks to our dedicated, committed, capable and professional staff that we continue to provide quality services that are increasingly requested by members in our community.

We always strive to perform at a high standard and provide our staff with the tools and support to be able to achieve it.

Through the Italian Language Centre, a division of Co.As.It. Community Services, we promote the teaching of the Italian language and culture, a small contribution is offered to schools in Queensland that have an Italian program as part of their curriculum.

Funding is provided by the Italian Ministry of Foreign Affairs and we are very proud that we continue to be recognised as an approved entity.

Our relationship with the Italian Consulate in Brisbane and the Italian Embassy in Canberra reaffirms our role as an entity that is competent and efficient in the management of the language program.

The funding has been maintained at a reasonable level to allow us to continue to diffuse the Italian Language and culture in as many schools as possible.

We have had interest shown from various schools wishing to start an Italian program and our staff has fostered these relationships to ensure greater number of students are learning Italian.

Our ILC staff has been active in promoting the professional development courses amongst all Italian teachers.

The attendance and responsiveness to our PD workshops has increased and our staff has been busy delivering these workshops in the Sunshine Coast, Brisbane, Cairns and Townsville working closely with the Department of Education and Training and the Catholic Education Dioceses. It is rewarding to read the evaluations at the end of the workshop and we are very proud of the excellent results achieved.

In order to achieve such great results we collaborate and partner with other service providers, CALD (culturally and linguistically diverse) providers, Primary Health Network (PHN) and health services, RAS (Regional Assessment Service) providers, local hospitals and GPs.

Our thanks to all the staff, volunteers and Management Committee members for their ongoing dedication, enthusiasm and willingness to ensure our community is provided with the best possible service.

We were able to offer our staff great benefits through our salary sacrifice options due to our management committee's efforts in gaining approval to operate as a

PBI (public benevolent institution) in October 2016. This benefit has allowed the organisation to offer competitive salary packages and attract highly skilled and qualified staff.

It is almost certain that we will face another year of many changes, particularly with the roll-out of NDIS in our region.

Our planning and staff skills and abilities give us the confidence to meet any awaiting challenge.

Offering sustainability and employment reassurance will continue to give us a competitive edge.

[Dina Ranieri – Director]

## PERSONNEL

Management	3
Finance	7
General Administration	8
Regional Assessment Team	6
Aged Care and other Community Services	34
Allied Health	5
Nursing Staff	8
Special Projects	3
Care Staff	235
Volunteers	67
ILC Staff	3
Teachers	9

## TRANSPORT

Coasters	2
Minibus	7
Cars	27

## ADMINISTRATION OFFICES

**BRISBANE:**  
35 Dover Street, Albion

**SOUTH COAST:**  
34 Thomas Drive, Chevron Island

**ILC-ITALIAN LANGUAGE CENTRE**  
42 Newbery Street, Newmarket

## SOCIAL ACTIVITY GROUP CENTRES

**BRISBANE:**  
**Casa Serena**  
1 Lanchester Street, Stafford Heights

**Casa Aurelia**  
79 Sussex Road, Acacia Ridge

**Cleveland Baptist Church Hall**  
240 Bloomfield Road, Cleveland

**Narangba Community Hall**  
229 Mackie Road, Narangba

**SOUTH COAST:**  
**Gold Coast Italo-Australian Centre**  
18 Fairway Drive, Clear Island Waters









**The ongoing reforms in the aged care arena have necessitated the shifting of our operational parameters to meet these new challenges and to operate under new and exhilarating organisational frontiers.**

Funding and program changes and the increasing awareness of consumers who are directing their own integrated and more manageable services have driven a number of internal multi-directional changes that have accomplished higher levels of organisational synergy.

Throughout this past year, we have continued to collaborate with other established agencies as well as continue in our role within the PHN Brisbane North Consortium to create responsive solutions to client needs.

The continued development of electronic systems that facilitated processes and administrative systems has

resulted in more timely interventions and the ability to provide a more holistic approach to service delivery.

In the last 12 months, our organisation has integrated the additional reforms to the Aged Care sector with flexibility and resilience.

The introduction of portability of home care packages in February 2017 has tested our systems and evaluated our service delivery and costs to clients. New providers have entered the industry and competition was expected to result in only moderate growth in our client data base.

Since February 2017, there has been an increase in the demand for services through our organisation. We have been honoured to receive extensive feedback that demonstrates our commitment to enriching the lives of thousands of people we assist through high integrity and creative and innovative service delivery that allow us to compete in an ever expanding market place.

This year we commended the distinguished leadership of our Director, Dina Ranieri and Assistant Director, Tanina Softa who celebrated respectively, 30 and 25 years of employment with the organisation.

Under this continued direction, Co.As.It. has developed core values and a vision that have been instrumental in the organisation's successful expansion and consolidation of programs, especially during recent critical changes in the industry.

Co.As.It. could not be the creditable and highly respected service provider were it not for its praiseworthy staff members.

Caring for people requires a combination of many attributes; empathy, kindness, patience and above all a genuine interest in their well-being, and our multi-cultural staff bond with people across all cultures and backgrounds. We are intensely proud to have a working





body of people who enter the industry with the purpose of making a difference to someone else's life and we acknowledge and recognise our employees for the responsibility they bring to their work day.

At the 2016 office Christmas function, 23 staff members were rewarded for outstanding contributions as employees who have been with the organisation for 5, 10, 15 and 20 years or more.

In today's employment market, it is unusual to have so many people remain with an organisation for such extended periods of time and we believe this is due to our cultivation of strong inter-personal relationships within the organisation.

Co.As.It. successfully acquired the status of Registered Charity through the ACNC (Australian Charities and Not-for-Profit Commission). As a Public Benevolent Institution we have already instituted internal changes

that will be advantageous to our employees in gaining valuable benefits that are commensurate with entitlements for workers nationally.

This status has also allowed us to safeguard the future provision of aged care and community services and the maintenance and growth of the extensive assets of the organisation.

In the past 12 months, the Italian Language Centre (ILC) which is a division of Co.As.It. has worked diligently in providing professional support to teachers of Italian throughout Queensland.

In-service training seminars, workshops, curriculum support and resources have been a valuable tool to teachers across all areas of Queensland.

Despite significant cuts in funding for Italian language classes worldwide, ILC has continued to meet the

demands for support from schools where over 21,700 students access Italian language classes as part of their curriculum.

Adult classes, after school classes and Italian playgroup sessions also comprise a major part of ILC's functions in maintaining an interest and currency in learning Italian as a second language.



# HOW WE OPERATE

**Our organisation and all that we do is reflected in our people. We continue to improve our leadership and culture to better support our team and their performance in delivering the best possible service.**

Our staff create relationships with our clients that are based on trust and respect - critical tenets in assuring that we identify and respond to their emerging needs.

Even before changes in the models of care were articulated, our ethos was empowering clients to fully express what services they wished to have to assist them in their chosen lifestyle.

Proud of the dedication and commitment of our staff we endeavour to support their growth, development

and qualifications, particularly within current community changes in health.

Continuously responding to the growing needs of our clients, it was identified that dementia specific and disability specific education within our workforce was urgently needed, especially when providing services for CALD people.

Throughout this year, many workers have been encouraged to take up the opportunity to increase their knowledge and skills by completing Dementia Courses, with some of our care staff even choosing to pursue a Bachelor Degree in Dementia Care. As the Aged Care sector grows and client needs in this area increase, our care staff will be expected to have a variety of skills to

cope with the advanced care required for this target group.

By steering a collaborative work environment and connecting our people to educational and development opportunities, we have been able to better equip our care staff to the community's needs while continuing to promote our mission and values.

This constant up-skilling and resourcefulness in our staff will pave the way for more holistic care.

We are looking forward to the future of learning with the introduction of our online training portal in the coming year.



**Co.As.It. has been working in partnership with PHN – Brisbane North for the Regional Assessment Services (RAS) and the delivery of Commonwealth Home Support Services (CHSP).**

The Consortium model identifies broader opportunities for providing community aged care services, enables learning and development, responds to the needs of diverse groups of older people such as Indigenous people, people from culturally diverse backgrounds, people who are homeless or at risk of homelessness and enables collaboration.

Clients' in home support services are provided through the PHN agreement covering the Cabool and Brisbane North regions. Under the Healthy@Home Consortium, 19 organisations are committed to providing high quality community aged care services.

This model strengthens existing partnerships, encourages providers to work together to improve client service provision and develop more sustainable business solutions.

The RAS consortium consists of 6 organisations that undertake assessments on behalf of My Aged Care. PHN is the leading organisation providing coordination and well-developed processes to respond to the key performance indicators set out by My Aged Care.

The RAS provides personalised assessments in the Brisbane South, Brisbane North and Caboolture regions to assess eligibility for people over the age of 65 years to access government subsidised home support services.

Co.As.It. is also delivering RAS under the Feros Care agreement with My Aged Care in the Caboolture, Brisbane North and Brisbane South regions. The RAS team leader directs and provides supervision for the assessment officers and ensures that assessments are completed within the required period. The team of assessment officers work independently to provide timely assessments, connect people to service providers, prepare care plans and promote wellness and re-ablement.

## COLLABORATIVE PARTNERSHIPS

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# AGED AND COMMUNITY CARE SERVICES





### **Our Commonwealth Home Support Program for clients aged 65 years and over has undertaken significant improvements in the past year.**

During a recent Government audit, Co.As.It. achieved a perfect score, recognising that our processes and delivery of services are of a high standard, individually responsive and adaptive to clients' changing health and needs. The organisation has streamlined responses to new referrals and is competently able to meet the challenge of larger client bases and service provision.

In April 2017, the organisation was also successful in its application for growth funding across five regions. Increases in services such as Allied Health, domestic assistance and transport were welcomed – with so many clients waiting to access these services, this increase has made a positive impact on many more people within the community.

Our most noteworthy achievement and the greatest change this year has been the restructuring of the model of care which has shifted from 'doing **for**' to 'doing **with**'.

The former environment of this industry and society's perceptions that home care services are for frail and disabled people have disempowered consumers from continuing to manage their tasks of daily living and affairs independently.

The concept of "Ageism" has also contributed to a general concept of 'unwellness' within the older community and we look forward to embracing this conversion in service delivery so that clients' capacities are maximised rather than overlooked.

The adoption of this new principle has been a gradual process, many long-term workers have been providing services under the old model of care and we are intent on redesigning new operational guidelines for our care staff.

Other challenges were the clients themselves whom we found were resistant to the proposed changes because they had accessed services under the old model and were fearful of losing the services and workers they were familiar with.

Great care was taken to ensure minimal disruption to client services while modifying the expectations of the clients and we have achieved a balance that is yielding great results.

Integrated Allied Health services facilitate this wellness and reablement model and our care staff now work towards increasing quality of life, fostering general well-being, independence, confidence and self-esteem in the people they serve. The ability to roster a worker on a set day and time has also contributed to greater

client satisfaction and this has assured clients receive continuity of care on the day and time they prefer.

Although introducing a new model of operation during the on-going operational reviewing of My Aged Care has been demanding, the organisation has successfully transitioned through obstacles, whilst maximising a person's potential we now deliver more holistic care under the direction of 'Client Centred Care.'

As a service provider, this has been a positive change and a proving ground for successfully adapting our processes to meet anticipated future changes in aged care in Australia.

## SNAPSHOTS

### **CHSP (In-home)**

Servicing Brisbane North, Brisbane South, Caboolture, Logan Valley, South Coast)

**CLIENTS**  
3,154

**HOURS**  
100,439

# YI



**With the great cultural diversity that is part of our society, we have many clients who originate from a culturally and linguistically diverse background and because of our own multi-cultural and culturally competent workforce, it is rewarding to ensure that our CALD clients feel understood and that our services are provided within the cultural context that is familiar and comfortable.**

We received a referral for Yi who only spoke Cantonese. She had no family members or friends who could assist her with communication and placement of services.

Unfortunately, the existing Chinese provider did not have any funds available to assist the client so we accepted the referral and matched a Cantonese speaking worker to Yi.

Without the language barrier, our community care worker was able to fully assist Yi in understanding the parameters of our services under the CHSP guidelines and what she could expect from the worker.

Yi felt reassured that the services would be provided in a format and language that she could understand and she was happy to accept our support. Services have been operating regularly much to Yi's enjoyment.





## HOME CARE PACKAGES PROGRAM

### SNAPSHOTS

#### **HOME CARE PACKAGES (HCP)**

Servicing Brisbane North, Brisbane South, Caboolture, Logan Valley, South Coast)

**CLIENTS** 348

**Like many others in the same industry, we were required to accomplish a smooth and seamless adaptation to the changing scene in the Home Care Package program that came into effect in February 2017.**

The changes to the program included the portability of a home care package as well as any unspent funds to the provider of choice selected by the client.

Implemented under a CDC model, clients have the freedom to co-design their care plan with coordinators and suggest innovative and novel solutions to human problems that affect their autonomy and ability to be an inclusive member of family, friend group or the wider community.

Our highly skilled staff took these changes at a personal level and continued to ensure that there was open communication with clients and continuity of care and care staff during this time of adjustment. Co.As.It.'s strong reputation in Home Care Package delivery has been a major contributor to the high retention rate

of existing clients and the inclusion of new clients, facilitating Co.As.It.'s expansion into new service areas.

Inherent in this expansion has been the active recruitment of skilled workers and coordinators.

Coordinators are always available to discuss client issues and they ensure their rosters extend to weekends, nights and public holidays so that clients always have a point of contact if the offices are closed.

Community Care Staff is shared between CHSP and HCP programs allowing clients to keep their preferred Community Care Staff member as they transition from one program to another - a concern of prime importance for clients.

Our community care staff is encouraged to upskill with courses that help retain currency and relevancy in care procedures, interpersonal relationships, communication and personal care. To further support our personnel, regular in-house training is carried out quarterly. The fact that our care staff is comprised of dedicated

people from many diverse cultural groups, professions and experiences brings a wealth of knowledge about human needs.

There is also an awareness that support networks which may have equipped these consumers with self-sufficiency in the past may no longer be applicable today.

Many older clients have limited family support and have lost friendship networks as their contemporaries also become frailer and unwell or move away.

Hence they strongly rely on our organisation for support that closely mimics family roles.

The following case study shows the flexibility that is adopted to ensure every facet of a client's life is met with 'hands on' commitment.



**Alice had no close family support and her only relative lived interstate. At 80 years of age, tasks of daily living were becoming a struggle and through a Level 2 Home Care Package, Alice was soon managing to continue to live at home with light services of domestic and transport assistance.**

She also greatly enjoyed the opportunity for socialising with friends provided by attending the Cleveland Social Activity Group weekly. This pattern of life continued for some time with Alice robust in spirits and health.

Alice became unwell unexpectedly and sadly, was diagnosed with cancer. She was admitted to hospital for surgery followed by chemotherapy and radiation therapy treatments and her care needs at home changed significantly. Since Alice had accumulated, unspent funds as a Level 2 care recipient, these funds were used to activate personal care and other services she now needed.

Regrettably, Alice did not respond to treatment and was moved into a palliative care facility. Shortly after however, a level 4 HCP became available and with close collaboration with St Vincent's Palliative Care, Alice returned to her own home.

Co.As.It. coordinated her service changes to ensure continuity of her usual care staff who were familiar with her care and could identify and report any deterioration in her health.

With Co.As.It's help, Alice was supported in directing her own care whether this was with her GP, hospital oncology, outpatients, radiology, palliative care, social work, pathology or ambulance transport.

Her end of life journey was her choice and enabled her to stay in her home until the last week of her life.



# ALICE

# COMMUNITY CARE PROGRAM

**The Community Care Program aims to assist people under 65 years of age who are in need of basic, low-level care and support to enable them to live independently at home.**

The objective of the program is to maximise people's capacities and to enable them to retain dignity and as much self-sufficiency as possible.

While receiving the care and support they need through a range of basic support services, the clients are also strongly encouraged to take an active role in the planning of services and in what they would like to achieve as life goals during the year.

The program's strength and success lies in the close collaboration with clients who identify their aspirations

and work collaboratively with their coordinator and care staff to achieve these.

It has been a privilege to be an integral part of their progress in achieving these important goals during this past year.

There have been numerous challenges during the past 12 months but we have worked together with clients, who despite being faced with extreme and confronting situations, have managed to maximise the help available and thrive in their own environment.

We were inspired by many clients who, no matter the situation or adversity, aided by this program have excelled and continued to live as independently as possible.

## SNAPSHOTS

### COMMUNITY CARE

Servicing Brisbane North, Brisbane South, South Coast)

**CLIENTS 239 HOURS 10,380**

### PRIVATE (IN-HOME)

Servicing Brisbane North, Brisbane South, South Coast)

**CLIENTS 40 HOURS 4,088**



**Amelia is a 52 year old client born with an intellectual impairment as a result of Congenital Rubella Syndrome. She grew up in Sydney with her mother, two brothers and one sister.**

Amelia was often bullied and demeaned by her family and peers at school. After her mother passed away, her sister decided to move to Brisbane and took Amelia with her. Amelia stated she was mistreated by her sister, always belittled and was never given the opportunity to speak for herself.

When Amelia mentioned to her sister that she was having suicidal thoughts, she felt devastated when she responded "Good, I won't have to look after you."

Amelia started receiving services from another service provider but stated they treated her badly and without respect, she felt she was disempowered and her sister repeatedly told her that nobody liked her and that she was worthless.

She felt very isolated, had no confidence in herself and trusted no one. With help from QADA (now ADA) Amelia



# AMELIA

# CASE STUDY

was moved into an independent living unit and support services were initiated through Co.As.It.

A plan was put together with support staff working in pairs to help her organise her home and her everyday activities.

With our support, Amelia slowly started building her confidence and working on her home management skills. One of our support care staff noticed that Amelia likes to be challenged and loves being rewarded for achieving goals.

Together they developed a chart named by Amelia 'I dare you Amelia'. They decided that six tasks were to be completed by Amelia each week to maintain a clean and safe home environment – something which she usually has difficulty completing. If Amelia completes the tasks a sticker acknowledges her hard work, but if not, her work is not recognised - something she does not enjoy.

The chart helps Amelia visualize her tasks, helps to allocate her time and helps her tackle things that she does not enjoy doing.

Amelia stated she has learned to like herself again and is continuously building her self-reliance.

She no longer feels worthless and is not frightened to speak up for herself, she is learning to make better healthy choices on her accompanied shopping trips and enjoys healthier home cooked meals.

Amelia now knows that what her sister used to say to her is not true and she is learning to let it go. Although she is no longer in contact with her sister, she has regained contact with her two brothers in Sydney and they are very supportive.

Amelia has developed a sense of self, a sense of purpose in her life and an appreciation for people who genuinely want to foster her independence.

Despite the many challenging issues that Amelia faced, she had determination and used this to great benefit.

Only recently she made the hearts of our workers glow with pride by saying that "Co.As.It. is the most family I ever had".



# SARAH





***“My name is Sarah and I have a muscle disease called CMT (Charcot-Marie-Tooth Disease) and have been confined to a wheelchair for the last 14 years.***

*My husband and I took a big risk and decided to move up to Brisbane from country Victoria two and a half years ago in the hope of improving my health and with the ultimate dream of starting our own family.*

*Moving to a new state without any help or support from family and friends, we discovered many challenges and realised that I would need some form of assistance at home as I was really struggling.*

*The difficulty we found there was there wasn't a lot of funding available for people like myself, under the age of 65 and after many phone calls and knock-backs I finally heard a friendly voice from Co.As.It.*

*From the first moment of contact with Paola I felt listened to, supported and understood and I can't express how important that was to us. To no longer feel alone.*

*Straight away Paola started making plans and set up meetings and before I knew it I had Lee, my social support worker, come to my home every week and it was a huge relief and weight lifted off both me and my husband. Paola also set up physiotherapy and hydrotherapy, both of which were extremely helpful.*

*The social support from Lee has been truly wonderful and I feel that I have gained so much more confidence in the last two years and continue to do so. I now realise just how isolated and lonely I was before and wonder how I coped alone for so long.*

*The domestic assistance has been an incredible relief not just for helping me and taking some of my burden away but also for my husband who was feeling overwhelmed and who is now able to spend more time helping me and being husband and wife.*

*Which brings me to share the most exciting news: we are pregnant and expecting our first, very longed for baby in October!!*

*This was only a dream for such a long time but I believe moving to Brisbane and this beautiful area, along with having support and positive people around us have all contributed to this little miracle.*

*I couldn't wait to share our news with Paola and Lee, who were genuinely so excited for us. It felt so wonderful as they have become like family to my husband and I.*

*They also instantly realised that having a baby sets us up with brand new challenges and bridges to cross.*

*So they both started thinking of ways to help us with new ideas and solutions for once baby arrives.*

*I'm aware that this is a new journey and territory for us all, but yet I feel so grateful, comforted and relieved to know that together with Co.As.It. the baby and I, along with my husband, will have support and help to continue achieving our goals and I am so excited about our future.*

*Words really can't express my gratitude and appreciation.”*



## SOUTH COAST SERVICES







**Following the allocation of additional government funding, Co.As.It. South Coast expanded its service options to include (CHSP) Domestic Assistance services. It also received increased funding for Allied Health.**

Existing services such as Home Care Package program, Allied Health, social activity groups and centre-based respite continued to provide a framework for support to the community. These additional services established a wider support structure allowing for more comprehensive service delivery.

Since February 2017, the new reforms in HCP have resulted in a slight increase in packages with over 25% of clients now transferred to higher care packages which are more appropriate for their needs.

In the past 12 months, the Coordinators have been actively involved in six major aged and community care expos that covered well-being, lifestyle, health and

senior activities. Staff also organised and implemented monthly information sessions for the general community and these continue to inform, raise awareness of and promote our programs and services.

Social Activity Groups which are highly popular and well attended also operate in this region.

Coordinators and volunteers devote extensive thought to produce creative and engaging activities that work across diverse cultures and languages. A specific Spanish-speaking social group held on a weekly basis has created strong friendships and networks for members of this language group in this region and has extended the contact and social base for the attendees.

Mexican, Irish, Italian and French- themed days are just a few of the multi-cultural concepts around which numerous activities, outings, games and competitions are designed and participants are always eager to hear what new ideas are being conceived for their enjoyment.

A beneficial change that has helped numerous clients receive continuity in care has been the introduction of portability of service packages when clients relocate to a different region- whether this is short or long-term.

Only recently, an elderly gentleman with high needs was able to be transported from Brisbane to the South Coast for his grand-daughter's wedding.

With collaboration, sharing of case notes and liaison between coordinators, the client was able to access the same service as he was receiving at home and the family was able to enjoy the occasion with little stress.

The South Coast staff also welcomed the close collaboration across service providers and other agencies which has resulted in highly coordinated and holistic service delivery for a consumer who experienced a dire situation in our case study here.



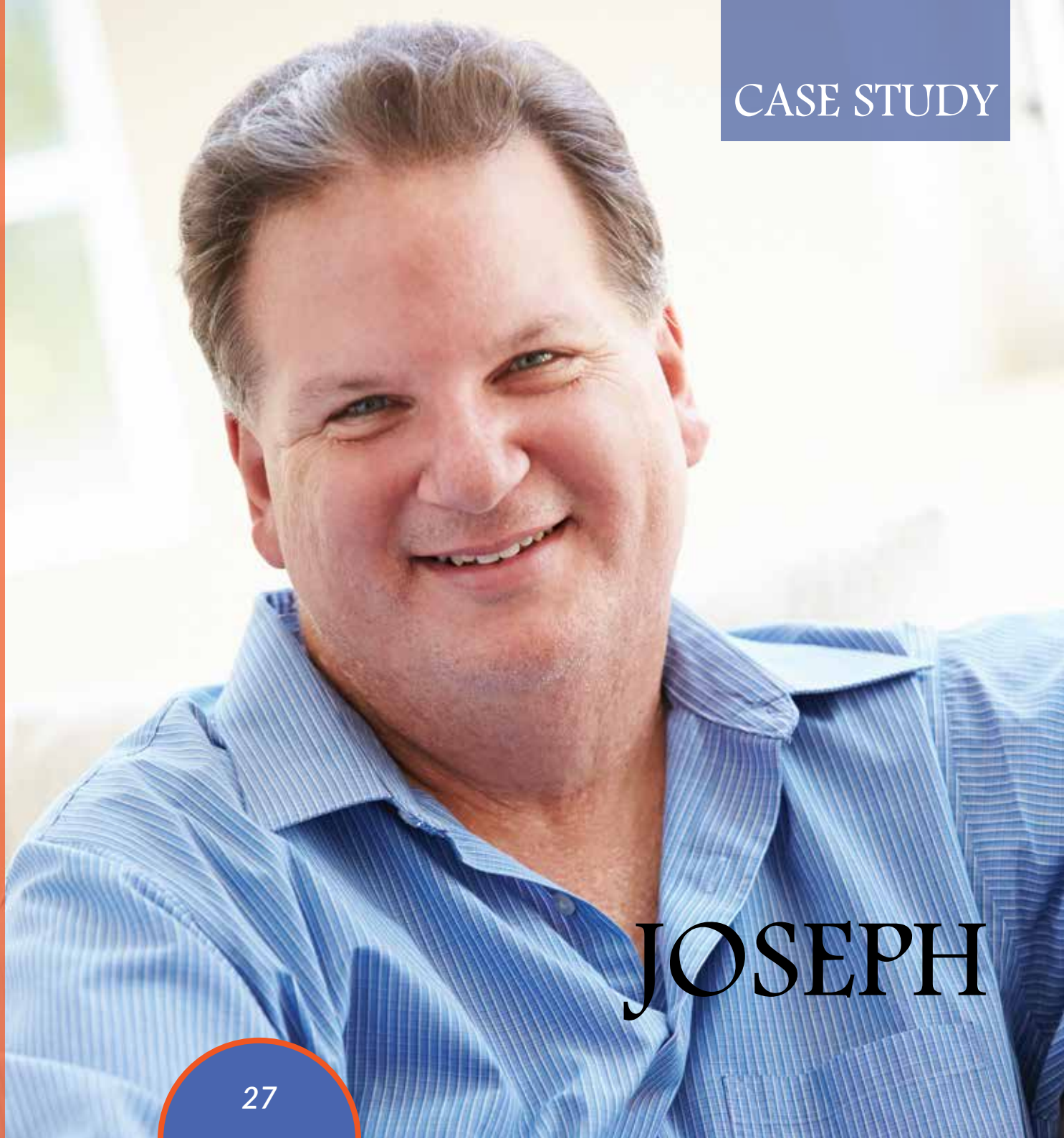
**Joseph lives with diabetes and suffering from chronic leg ulcers. His leg was amputated some years ago.**

It was difficult for him to manage his health while in a wheelchair and to further add to his difficulties, last year, Joseph lost his entire home in a dangerous house fire started by a short circuit in his television.

Co.As.It. staff together with the Social Worker from the local hospital collaborated to find temporary accommodation for him until the Department of Housing found a permanent unit suitable for wheelchair access.

In collaboration with other services providers (Red Cross, Gold Coast Community Funds and Gold Coast City Council) his house contents including clothing, furniture and care aids/equipment were generously replaced which enabled him to re-acquire some quality of life.

It was a happy outcome from a tragedy and Joseph now lives happily and independently with continued support from Co.As.It. care staff.



# JOSEPH

# AVOIDING CARER FATIGUE PROGRAM





# AVOIDING CARER FATIGUE PROGRAM

**This program has been one of the most successful ever implemented by Co.As.It. The ACF program was funded until June 2017 by the Department of Health specifically to identify key areas of concern for carers from a CALD background.**

Whilst there were a number of existing carer support services available, it had become evident that CALD carers were only accessing support in crisis situations when they were exhausted, overwhelmed and unable to continue to care for their loved one at home.

The lack of linguistic skills, lack of awareness of existing programs, lack of ability to independently seek and research support services all contributed to their inability to find resources that could equip them to better manage not only their loved one's care but more seriously, their self-care.

Although all carers experience the sense of isolation, confusion and grief with the loss of the person they have always known, many CALD carers lacked the understanding of changes in behaviour that often accompanied the cognitive, physical or emotional decline of the person.

Most CALD carers avoided the onerous task of planning for future care and above all were constrained by the

cultural expectations of caring for a family member where they could not request support as it was culturally inappropriate to do so. Most importantly, many were unprepared for the financial burden of leaving work or losing a regular income and the effect this would have on their long-term well-being.

Every one of the carers we began working with at the beginning of the program was at crisis point.

Multi-layered problems associated with this role and the lack of awareness of existing and supportive services resulted in the project officers spending large amounts of time counselling and providing practical assistance before they could start to equip the carers with information, strategies and self-care.

The availability and access to counselling in their own language was a crucial element in successfully supporting carers in this program. Other services included provision of dementia resources and appropriate activities, social get-togethers, information sessions, cultural briefings for mainstream service providers, activity groups, outings and relaxation sessions to support carers on their journey.

The majority of carers also identified high degrees of anxiety: future care, finances and health.

A wide range of information and resources was provided to equip them with knowledge, to manage their anxiety and make informed decisions future care needs.

Over the past year contact statistics for this program illustrate the high degree of support provided.

## SNAPSHOTS

### CARER CONTACT

<b>BRISBANE NORTH</b>	1,078
<b>BRISBANE SOUTH</b>	510
<b>SOUTH COAST</b>	238

**During Seniors Week in August of each year, Co.As.It. hosts three highly attended community forums in the Brisbane North and South region as well as on the South Coast.**

The concept of these exciting Seniors Weeks events is to create an informative yet engaging platform that relates to seniors and their life style.

The three events offered presentations, interactive Q&A's and engaging demonstrations from professionals in various industries such as Senior Nutrition, Podiatry, Tai Chi, Beauty and Fashion.


Representatives from the Brisbane City Council and Australian Hearing also presented valuable information to the attendees before delicious morning teas were served.

On the South Coast, a highly attended lunch function was organised by Co.As.It. for over 200 people that also provided participants with useful information and resources pertinent to seniors in that region.

Feedback about services, emerging needs and concerns from seniors is always kindly received and used for evaluation and future planning.







**Funded under the CHSP program as well as providing care to our clients in the HCP program, Co.As.It.'s nursing division continues to grow and provide clinical support and interventions to a growing number of people.**

In the past 12 months, the referral rate has increased by 30%, especially in the area of MASS Assessments and post-hospital discharge and clinical monitoring and especially wound care which is a significant component of the organisation's clinical care program.

As a team, the nursing staff constantly strives to provide the very best nursing support, enabling early discharge from hospital and facilitating clients' return to their homes. Clients often cope with complex and challenging health care needs but welcome the ability to remain at home instead of being cared for within a hospital setting.

Our nurses are frequently presented with cases that have been managed by a variety of clinicians and support staff but with limited collaboration and coordination of support, lack of a coordinated approach in managing their health care needs negatively impacts the well-being of the client.

Oversights in care occur because there are too many people involved and it is unclear who carries the responsibilities.

This was evidenced through a new referral from My Aged Care for a gentleman who required urgent treatment of a leg ulcer and a foot wound.

The gentleman advised of a long history of five years where he had been treated by various community organisations and hospitals in different states as well

as trying to manage his care at home with his wife's support.

On meeting him, his wounds were in an appalling state and urgently needed assessment from his GP and referral to a wound clinic.

The nursing team took on the responsibility of coordinating his treatments and in collaboration with the RBWH Wound Clinic and his GP, were able to integrate treatments and care ensuring the gentleman received continuous and appropriate clinical care.

With a coordinated care plan, we were able to monitor his treatments and happily, his leg ulcer has healed and his foot wound has improved dramatically.

# FELICIA

**At 90 years of age, Felicia fell last year and broke her hip necessitating hospitalisation and an extensive rehabilitation period.**

As her overall health had deteriorated significantly, Felicia was moved into an aged care facility whilst her husband John, 94 yrs, continued living in their home.

Both missed each other very much and John visited Felicia on a daily basis through his package funding.

However, to everyone's surprise his wife amazingly recovered and was able to mobilise independently. With the support services of a home care package through Co.As.It. for both John and Felicia, it was considered safe to allow her to return home.

They now receive daily services from Co.As.It. and our nurse monitors medication regularly. Without this nursing support, it would have been unlikely that they could continue to enjoy their home together, hopefully for the rest of their lives.



**Considerable growth in requests for physiotherapy services over the past 12 months and the increased growth funding in 2017 allowed us to employ additional allied health staff to meet the high numbers of referrals.**

The team has five highly skilled and knowledgeable professionals who provide services for Home Care Package clients and Commonwealth Home Support clients in the Logan, Brisbane South, Brisbane North and Caboolture regions.

Clients live with a broad range of health concerns, from a single condition to multifaceted issues with multiple pathologies.

The largest treatment areas are in the fostering of mobility, promoting balance, treating injuries from falls and educating older and frail people about falls prevention.

Another significant component of the team's work is alleviating and assisting clients in the management of chronic pain, often supplemented by diverse therapies and exercises. Integrating the wellness approach, the physiotherapists' aim is maintaining independence and encouraging use of appropriate aids and assistive technology to minimise further deterioration or the occurrence of new incidents.

Where feasible, clients are referred to other allied health practitioners e.g. occupational therapists, hydrotherapy or other specialist remedies to achieve optimal results for their individual cases.





# COMMUNITY VISITORS SCHEME

**Co.As.It. has operated a volunteer visitor program since the Community Visitors Scheme was introduced in 1989.**

We were one of the first organisations in Queensland to be granted funds to implement a culturally and linguistically appropriate visitor scheme for Italian elderly living in aged care facilities and now this has been expanded to in-home visiting for people accessing Home Care Packages.

It is a highly interactive community based initiative that delivers a multiplicity of benefits, the alleviation of isolation, the maintenance of emotional and cultural connections, the promotion of social discourse and fostering of new friendships that enable companionship for the most vulnerable in our community.

Volunteers participate in National Volunteer Week celebrations as well as regular training and social networking functions where they share experiences with other volunteers as well as discuss issues or concerns during their visiting.

It is not a program without challenges. While the numbers of elderly being placed in care increases, the recruitment of bi-lingual volunteers is becoming harder.

This is attributable to a number of factors such as volunteers are themselves ageing, women in this cultural group do not drive, older volunteers have extended

family obligations and there is a general fear of aged care facilities and their end of life connotation.

However despite the challenges, this program is one of the true 'feel good' experiences and the organisation strives to recruit younger volunteers able to speak the language.

Volunteers are also heavily involved in the social activity groups located throughout the Brisbane region, on the South Coast as well as the CALD Activity groups that operate within aged care facilities.

Volunteers are also a major asset in our administrative offices and we are always willing to engage with community members who see the great work being done by our teams.

Co.As.it. recognises the dedication of these volunteers through the annual presentation of the Co.As.It. Medal, awarded to volunteers who have been part of the organisation for five years. However, we strongly acknowledge and are grateful for the many volunteers who have been with us for shorter periods of times.

Despite having competing family, work and social obligations, our volunteers continue to spend time helping in our community work and enrich our programs and clients' lives and we are genuinely grateful to have as part of our human resource team.





## CALD ACTIVITY PROGRAM IN RESIDENTIAL AGED CARE FACILITIES

**Although this program does not receive formal funding, currently 11 aged care facilities meet the cost of providing Italian CALD residents in their facility with culturally and linguistically appropriate diversional therapy activities on a monthly basis.**

Over 100 residents enjoy traditional Italian past times at these sessions and the program is growing.

The loss of English skills as CALD residents age often marginalises them from participating in the facilities' recreational programs. Added to that, the Italian CALD elderly do not consider many craft activities as recreation since many were employed as embroiderers or seamstresses. Hence activities must be planned that reflect the diverse interests and experiences of this first wave of migrants.

The program works in close collaboration with volunteers who assist the Activity Officers in running the 90 minute sessions. Sensory, auditory and tactile activities are planned that reflect the traditional periods and activities in Italy, freshly brewed Italian coffee and well-known Italian folk music is always a feature of the day.

Adding to the 'village' feel of the groups is the presence of family members and friends who are encouraged to attend the CALD activity groups with their loved one.

A highlight for many residents is the school holiday period as it is not uncommon to see grandchildren also attending, bringing added vitality and energy to the proceedings.

The benefits of this program are the fostering of a sense of community, social inclusion and the enjoyment of a culture that is still vibrant and alive for the residents.

One of the facilities creates a two-course Italian meal once a month for residents and their families and this has added a new dimension to providing culturally appropriate care for residents.



# STAYING SOCIALLY CONNECTED

**The Social Activity Centres are vital for staying socially connected for people who are able to continue to live at home.**

These community members may be frail, aged or disabled but who with strong support services are able to enjoy a high degree of autonomy and independence.

However, it is not always possible to maintain connections and form friendships if mobility or health reasons preclude the opportunity to leave home on a regular basis.

With centres located at Narangba, Cleveland, Acacia Ridge and Stafford Heights as well as on the South Coast, hundreds of clients look forward to regular weekly or bi-weekly gatherings to socialise with friends, as well as participate in new activities and outings.

The centres cater to a wide target group from diverse cultural backgrounds and the multi-cultural activities help each member to feel a sense of belonging at a cultural,

group and community level. Pursuits are carefully planned that cater to individual capacities and offer a broad range of inclusive, entertaining and challenging activities to strengthen physical and mental stimulus and encourage brain vitality.

Transport to and from the centres is provided throughout all of the Brisbane and South Coast regions and the introduction of 'transit kits' (bags that include music, cards and sensory games) to engage clients living with dementia dramatically reduce their anxiety and confusion whilst on the vehicles.

The Social Centres are also an integral and essential service for full-time carers who need a restorative break from caring.

Specialist dementia-trained care staff work in the groups called 'Sunshine Groups' where clients with dementia or other cognitive difficulties are provided with sensory, auditory and visual activities that appeal on an emotional level rather than via verbal communication.

This approach to communicating with people who have dementia has been of great benefit and often clients who may not respond verbally often engage with their other senses.

Carers use this valuable time away from their loved one to catch up on sleep, attend appointments for themselves or enjoy some time for self-care.

One of the centres, (Casa Serena) has introduced regular visits from the nearby local child care centre.

These visits have been a source of delight for the older participants and especially the tots who enjoy being spoiled by staff and clients alike whenever they visit.

The inter-generational exchange may not always be articulated but the chance to share morning-tea and do activities together with the 'grand parents' is a highlight for many of the children who love to drop in as often as possible.



# SOCIAL OUTINGS

**The need for community members to remain social and active outside of their home environment has never been greater than in the present where higher numbers of people are living at home.**

An integral part of the Commonwealth Home Support Program is the organisation of community social outings.

These outings fulfil a recreational purpose but also enhance social inclusion, encourage community linkages and offer new experiences for many people who would otherwise not go out on their own.

Operated throughout the wider Brisbane region as well as the South Coast, participants have ventured far and wide from strawberry farms to emu farms, wineries, restaurants and exhibitions as well as major events like the Toowoomba Flower Festival.

Other favourite destinations are the Yandina Ginger Factory, Caloundra, Tweed Heads and the Italian festival at Woodburn. Coordinators constantly improve the social outings by looking for new and inspiring destinations that offer experiences or activities that appeal to a wide range of interests.







**The Community Support Services Program (CSS) has continued in supporting the needs of vulnerable people during the past 12 months through innovative services that respond to people's changing needs by providing affordable, flexible and practical solutions to the challenges in their lives.**

Our team shares a belief that every community member should feel valued, respected, connected and supported in the way they wish to live their life.

Together we work to assist people to live independently and to continue to contribute to family, community and society in whatever capacity that is appropriate for them.

The program has assisted community members living with mental health issues, has provided information, referral and advice on accessing community services and practical support to seek affordable housing, employment, health, legal and emergency assistance and advocacy as required.

This year, the program has focused on providing new learning opportunities as well as creating greater

community awareness of changes within the aged, disability and community care sector.

Other services have been the implementation of weekly technology classes, increasing access for the community to culturally and age appropriate information, providing emotional, practical and spiritual support and framing greater opportunities for the development of social connections.

We have maintained active engagement with the community through individual and group activities, social media, radio 4EB, newspaper articles and our community newsletter published quarterly. The editions carry information about local groups, events, community notices and articles about local people and organisations.

The 'Girotondo' Playgroup continues to operate on a bi-weekly basis that promotes social and cultural inclusion, celebrates diversity, facilitates development of new friendships for young parents and supports the establishment of new networks that support parents and inform about children's development.

An important community project under CSS was the National Disability Insurance Scheme (NDIS) Information Forum.

The NDIS is probably the most significant social change in the last decade and has the potential to completely change the lives of nearly 20% of the Australian population who live with a disability.

Co.As.It. Community Services partnered with Amparo Advocacy to hold a one day forum for people with a disability from CALD backgrounds and how they can be best supported by the new scheme.

Two large community events are also operated under the CSS program such as the Annual Community Concert and International Women's Day.

The purpose of the events is to bring people from all communities together to provide likeable celebrations that communicate a uniquely multicultural perspective.

In 2016/17, over 734 people attended these events highlighted hereafter.





## INTERNATIONAL WOMEN'S DAY BE BOLD FOR CHANGE

**Annually, Co.As.It. organises a large community event that celebrates International Women's Day (IWD).**

It is a way of acknowledging the contributions made by women in many fields including those in the educational, social, economic and political arenas.

Supporting the global theme for 2017 'Be Bold for Change' the event called on the community to help forge a more gender inclusive world.

IWD highlighted that each participant could be a leader within their own spheres of influence and that taking bold, pragmatic action could be the first step in accelerating gender parity.

Hosted by Ch7's The Great South East presenter Damien Anthony Rossi and The Voice contestant, actress and singer Naomi Price, the morning tea brought together over 250 women of all ages. The women attendees were encouraged to raise awareness of the event's message via social media and the opportunity to

engage in some fun antics with props from a photo booth contributed to the successful sharing of photos and messages throughout the day.

The continued generous support from businesses and individuals in donating prizes to help raise funds for our Aged Care Programs enabled many raffle prizes, eagerly accepted by the lucky winners.

Our gratitude is expressed to the businesses and individuals who make this possible each year.



# ANNUAL COMMUNITY CONCERT

## Co.As.It. celebrated its 10th Annual Community Concert in December 2016.

The themed show 'A Night on Broadway- with an Italian twist', filled the theatre with Broadway hits, soaring arias and Italian classics.

Over 350 community members and distinguished guests including the Italian Consul for Qld and NT, Dott. Ludovico Carlo Camussi, Councillor for McDowall, Norm Wyndham, and Member of the Italian Senate

and Democratic Party, Senator Francesco Giacobbe attended the event that was hosted by the Hon Teresa Gambaro.

The talented performers had guests giving a standing ovation for the grand-finale tribute to the late great tenor, Luciano Pavarotti.

Behind this great organisation stands Co.As.It.'s dedicated staff who, year after year, are happy to donate their time to ensure a successful and enjoyable function.

The evening concluded with a meet and greet of the cast, a slice of traditional panettone and a glass of spumante.



# ITALIAN LANGUAGE CENTRE

**ILC**  
ITALIAN  
LANGUAGE  
CENTRE







**ILC is a highly respected Italian language learning institution that operates under the umbrella of Co.As.It. Community Services and provides support, training and/or resources to teachers involved with over 21,700 Italian language students Queensland wide.**

ILC operates numerous programs as follow:

#### **Girotondo Playgroup**

Playgroup for children aged three to five is held twice a week. Lessons are based on themed activity booklets supported by relevant Italian songs, vocabulary, props and toys. A total of 65 enrolments were received over Terms 3-4 2016 and Terms 1-2 2017.

#### **After School Hours Italian Program**

Qualified native-speaker teachers ensure students are positively engaged in learning language through a range of activities.

School aged children attend after school hours classes at locations in Brisbane's north and south.

#### **Italian Summer School**

A High School enrichment program was held every day for one week in January 2017 for Years 10, 11 and 12 students.

#### **Adult Italian Language Classes**

Italian language courses are offered from beginners through to advanced levels.

#### **Adult Italian Summer Courses**

Student feedback indicated the need for an opportunity to consolidate what had been learned before the start of the new semester.

A Summer Day course was held every day for one week in January 2017 with a summer evening course was held twice a week over 3 weeks commencing 24 January 2017 with 9 students enrolled.

#### **Corporate Italian classes**

In June 2017, ILC was able to assist Villa Maria Nursing Home with basic communication skills to assist them in providing better care for an Italian CALD resident in their facility.





### **Pasta - Movie Nights**

Exposure to native speakers greatly assists students in improving their listening skills.

Several 'pasta and movie nights' were organized over Semester 2 2016 and Semester 1 2017 to provide adult students with the opportunity to hear authentic Italian.

### **Curriculum support**

The Italian Language Centre supports Italian programs within Catholic, State and Independent schools through MOUs signed each year with Brisbane Catholic Education Office, Townsville Catholic Education Office, North Lakes State College, selected catholic schools which do not fall under the MOUs and selected State schools eligible to receive annual contributions.

ILC was also invited to the annual Cairns School of Distance Education Cultural and Well-being Day in May 2017 to facilitate 3 workshops (P-Y3, 31 participants; Yr4-6, 34 participants; Yr7-9.

Students were taught the Tarantella dance and other action songs which were then presented at the end of the day for the whole school.

The annual ILC Calligram Competition, open to all students of Italian across 5 categories (Prep- Yr9), was launched with the theme 'Frutta e Verdura' (fruit and vegetables).

Winners received certificates, medals and iTunes gift cards. Winning and highly commended entries were

displayed at the StuditaliA awards ceremony in July 2016 and at the ILC premises during Festitalia in October 2016.

### **Professional Development**

Throughout the past year, ILC provided four professional development seminars attended by 78 teachers of Italian in the Townsville, Cairns, Sunshine Coast and Brisbane regions. These seminars were held in March and May 2017 and were 'hands on' interactive sessions that helped to maintain language proficiency and increase awareness of new resources and materials for classroom use.

Dott.ssa Anna Rita Tamponi from the Italian Embassy in Canberra organized the National Conference for





Australian Teachers of Italian in Sydney on 22 October 2016 where a teacher from each state was invited to deliver a 20-minute presentation.

#### **Co.As.It. Internship program with Venice University of Ca' Foscari**

For a number of years, Co.As.It. has maintained an international relationship that enables students of English to do a 3-month internship with Co.As.It.-ILC.

The currency of their Italian language is a much sought-after resource for students of Italian in school here and interns equally enjoy using their practical English skills to consolidate their learning of English as a second language. The intern was placed with the organisation from August to November 2016 and

enjoyed preparing up-to-date presentations as a guest speaker at numerous schools.

The intern was also integral in the translation of curriculum resource material for the immersion classes at North Lakes.

#### **Language competitions**

The ILC Italian Speaking Competition was organised in association with MLTAQ (Modern Language Teachers' Association of Qld) in October 2016 to celebrate the "XVI Settimana della lingua italiana".

The competition was open to Yr4-Yr12 students studying Italian in the greater Brisbane area and 110 registrations were received.

Mother-tongue teachers from ILC, Dante Alighieri Brisbane and Griffith University generously volunteered to judge this annual event. ILC also sponsored the medals for the MLTAQ All Languages Speech Contest in Cairns and was invited to present medals to winners of the Italian section at the 2016 Gold Coast Languages Speech Contest.

ILC also provided two representatives to judge the Townsville Italian Junior and Senior Speech Competition and the MLTAQ Sunshine Coast All Languages Speech Contest.

#### **Dept of Education and Training (DET) - Fr.Sa.Li Network Memorandum of Understanding**

Co.As.It-ILC Director Dina Ranieri attended the official





signing ceremony of the 2016-2019 MOU between DET and the Fri.Sa.Li (Friuli, Sardegna, Liguria) World Network in July 2016 at Education House. The MOU strengthens ties between students studying Italian in Queensland and their Italian counterparts.

Co.As.It.-ILC provides sponsorship for the annual Studitalia competition which is run by the Qld. Department of Education and Training (DET) under the patronage of the Italian Consulate in Brisbane.

The prize rewards excellence in Italian achieved by year 12 students. ILC was once again invited to serve on the Studitalia 2016 selection panel where winners were awarded scholarships at a ceremony held in September 2016.



**With the ongoing commercialisation of the aged care and community service industry, it will be essential to address the upcoming marketplace with specific advertising and communication strategies that will raise our profile and brand awareness as well as consolidate our professional alliances through our established partnerships, consortiums, government and corporate networks.**

We will continue to contribute our expertise on policy changes, service provision and infrastructure through guest speaking at conferences, seminars and through other formal and informal associations and we will aim to accelerate service provision through timely and well planned interventions.

The evaluation and improvement of services is pivotal to consumer feedback and the organisation will fulfil its obligations in this arena by familiarising itself to the new and emerging needs of the community it serves.

Expansion in service-based models will continue to offer a range of service and care consistent with our mission

and vision. Where current funding models do not cover services, we will continue to integrate fee for service models that are affordable and accessible.

The organisation will embrace operational and/or strategic decisions that assure sustainability and secession formulation under new policy parameters.

Client satisfaction is a key outcome in our organisation and staff will strive to achieve personalised and individual relationships with clients to guarantee that our recognised high quality care retains its positive branding.

The NDIS will be rolling out in our region next year, it will transform disability services and for some of our existing community care clients it will be a new way of managing their life support services and care.

We will be involved in reviewing and adapting current business operations to take full advantage of the opportunities of NDIS. Our emphasis will be in developing more flexible and innovative approaches to meeting the individual participant's demands whilst

ensuring sustainability of the supports provided within a competitive market.

The teaching and promotion of the Italian language is a commitment that Co.As.It. takes seriously.

Its language division ILC will continue to broaden the field of courses, curriculum support and professional development for teachers to ensure currency and relevancy for students.

It will also embrace new opportunities for cultural exchange and cultural competency through continued liaison and collaboration with schools, funding bodies and formal institutions.





co.as.it. community services inc

brisbane head office  
35 dover street | albion qld 4010  
po box 59 | albion bc qld 4010  
tel: 07 3262 5755 | fax: 07 3262 9985  
mail@coasit.asn.au

gold coast office  
34 thomas drive | chevron island qld 4217  
po box 106 | chevron island qld 4217  
tel: 07 5527 6481 | fax: 07 5539 9157  
gcreception@coasit.asn.au

[www.coasit.asn.au](http://www.coasit.asn.au)

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