

edition 3 – 2013

# insieme

*co.as.it. magazine*



Celebrating 35 years  
of community  
services



co.as.it.  
community  
services

# director's note

We are already through the first half of 2103 and we are very happy with the progress made with our programs and services that now are meeting the varying needs of over 2000 people every week. These services can be something as simple as providing social support to a man who lives alone and is isolated to almost full nursing care to a lady who would otherwise have to be hospitalised or in a nursing facility.

It clearly shows me how dedicated my staff is and how much work is done by them in assessing, planning, organising and providing services that enable so many people to remain independent and enjoy living at home for as long as they can.

This year we have already had numerous events to share with our community, from the Italian National Day in June, an occasion where young and old shared their cultural heritage. The ILC arranged for pupils from Bulimba State School to attend one of the day care respite groups at Casa Aurelia where they both entertained and were entertained by the elderly there. We also found time to laugh and marvel at the traditional ways to mend a jar during the Italian theatre production of La Giara. (Read about these in the magazine).

We are also highly focused on making improvements at our day care respite centre Casa Serena that will allow many clients to

enjoy being a part of our respite groups and we are very excited about starting some new programs for which we have recently received funding.

Don't miss out on attending our forum next month, there is a lot of really valuable information on support services which will help older people to make informed decisions about how they wish to be cared for in the future.

I hope to see many of you at the Broncos Leagues Club to share this enthusiastic approach to positive ageing.

*Dina Ranieri*



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## Kim Frater



I started with the Co.As.It. HACC team in May as a Program Support Officer.

I have no previous experience in the aged care industry but had been working in the Oil and Gas Industry as a personal assistant for

the past 5 years and wanted a change. Although it has been a huge learning curve for me, I really enjoy working for such a great organization and being part of a team. Knowing the services our company provides really does make a difference to many people's lives. Without Co.As.it. our clients' lives would be very different. I would like to say thank you to the HACC team for showing me the ropes and being patient with me. I look forward to becoming a valued member of your team.

## Margherita Conti



Margherita started with Co.As.It in 1988 in the Family Support Program. She took a break from Co.As.It in 1994 but then returned in 2001 to work as a Community Care Worker for both the CACP and HACC programs. Deciding to relocate to Sydney in 2002, it wasn't long before she found herself

once again working with Co.As.It. where she remained for 11 years and becoming a CACP Coordinator in 2003. Margherita retired from work in February 2013 and returned to Brisbane to be near her adult children and their families. Despite being in retirement, with her special skills, she was soon persuaded back into the Co.As.It. work force by Director Dina Ranieri who needed a locum CACP Co-ordinator for Piera Infante currently on maternity leave. Margherita must love the Aged Care Industry as she keeps coming back to it! Retirement will have to wait a bit longer...

## Olympia Ammendola



I grew up in Italy but after the major earthquake in Naples when I was 11 years old, my family came to live in Australia.

I have always felt a strong connection to the Italian community, my dad was a tenor in the Giuseppe Verdi choir and we went

to watch him and his peers sing many times. It was often an emotional experience and to this day whenever I hear certain songs they remind me of my dad's singing.

After graduating from university and travelling I was lucky to find work in Milan for a year. It gave me a chance to experience Italy as an adult and to reconnect with many of my cousins. I worked for many years in the IT industry and when I settled back in Brisbane I did Italian translations for a software company.

In between having two wonderful boys I did a few technical writing jobs. In the past few years I have often thought of using my Italian again. Having seen both my parents aging, I have become aware of how difficult it can be, especially when English is not your mother tongue. I have learned to appreciate how important it is for the elderly to access assistance specific to their needs which helps them cope better as they age.

## Valeria Caposso-Kruck



I was born in Naples, where I graduated in English and Chinese language and literature (but do not ask me to speak Chinese because I have forgotten it all!). I moved to Australia in 2000 as my husband is from Brisbane.

Since then I have mostly worked as an Italian language teacher, teaching at Dante Alighieri Society, Griffith University and at the Institute of Modern Languages.

Teaching was fun but after a few years I decided that I could no longer explain 'passato prossimo' to my classes without having a nervous breakdown! So I decided to work in travel and tourism instead and worked for Swiss International Airlines for nearly 6 years. When I had my beautiful children, Julia and Alex, now 6 and 4 years old, I left Swiss Airlines and went back to teaching night classes.

About a year ago I tried to go back to work full time but I realised that I really wanted to spend more time with my kids so I looked for part time employment, which brought me to Co.As.It. I am very excited about working at Co.As.It., everyone has been very nice and welcoming and I love that I get to speak Italian (and try some of the wonderful fruit and cakes that they always share). I am looking forward to learning everybody's name!

# aged care services

home and community care program

L'arrivo al Tweed Heads  
e al Coolangatta RSL Club  
ha significato un momento  
per rilassarsi  
e per stirarsi le membra.

Le attrazioni che offre la Gold Coast piacciono a tutti, grandi e piccini. La gamma dei divertimenti della Gold Coast è davvero ampia, dai grandi parchi di divertimento ai piccoli e unici musei.

Nel mese di maggio, il gruppo del Co.As.It. ha ancora una volta scelto questa zona come meta della loro gita.

Come di consueto, tutti erano contentissimi di poter passare un'altra giornata assieme e all'aperto, il pullman è arrivato in orario e, dopo il momento dei saluti e scambi di sorrisi fra i partecipanti, benedetto da un tempo bellissimo, il gruppo è partito.

Il tragitto da Brisbane alla Gold Coast è stato allietato da molte canzoni italiane e da diversi auguri di buon compleanno, cantati in diversi toni, dal baritono al soprano. Gli auguri erano diretti a chi festeggiava gli anni a maggio, ma solo poche persone hanno rivelato la loro età!

La fermata per la colazione si è tenuta come previsto, alla SaaMaria Bakery di Nerang, che aveva pronti per il gruppo caffè fumanti, dolci e stuzzichini italiani. Alcuni membri del gruppo hanno approfittato della fermata per acquistare del pane fresco e altre leccornie da portare a casa (a giudicare dai rumori provenienti dai sacchetti, è quasi un miracolo che gli acquisti siano arrivati a casa!).

## gold coast, arriviamo!



L'arrivo al Tweed Heads e al Coolangatta RSL Club ha significato un momento per rilassarsi e per stirarsi le membra.

Il pranzo, delizioso, è stato servito a mezzogiorno, seguito da uno spettacolo dal vivo.

I partecipanti del gruppo non interessati allo show hanno deciso di fare una passeggiata sulla spiaggia, facendo pieno

uso della giornata stupenda per godersi la vista mozzafiato dei grattacieli, del mare e della spiaggia.

Il numero dei partecipanti cresce ogni mese e fa veramente piacere sentire i commenti positivi dei clienti che si congratulano con la coordinatrice per organizzare questi momenti di incontro.

Ancora una volta, un gran successo!

Chiunque sia interessato a unirsi al gruppo può chiamare  
il Co.As.It. al numero 07 3262 5755

### gold coast, here we come!

The attractions of the Gold Coast bring smiles to people of all ages. The Gold Coast offers a full spectrum of interactive entertainment from dazzling big budget Gold Coast theme parks to small, amusing kitsch museums. In May, the Co.As.It. Social Outings group took another trip to this famed area.

As usual the clients were ready for another exciting day out, the bus was once again on time and everyone could not wait to get on it. The outing was blessed with fine weather and after exchanging greetings and happy smiles, the boarding began and the excitement started with the well known Italian songs played during the drive.

Birthday wishes were sung in a variety of different altos, sopranos and baritones to those celebrating their birthday for the month but not many could be persuaded to reveal how young they were!

Morning tea at the SaaMaria Bakery at Nerang awaited them with freshly brewed coffees served with a dazzling variety of delicious Italian cakes and pizzas. Fresh bread and other gourmet delicacies found in an Italian delicatessen and pasticceria were purchased to take home. (Judging from the rattling of the bags, it's a wonder anything actually made it home!)

The arrival at the Tweed Heads and Coolangatta RSL Club was the opportunity to relax and stretch bodies. A delicious lunch served at noon was followed by live entertainment and those not interested in the entertainment strolled outside on the beach. The sea air was fresh and clean and they also enjoyed the spectacular view of skyscrapers, ocean and beach.

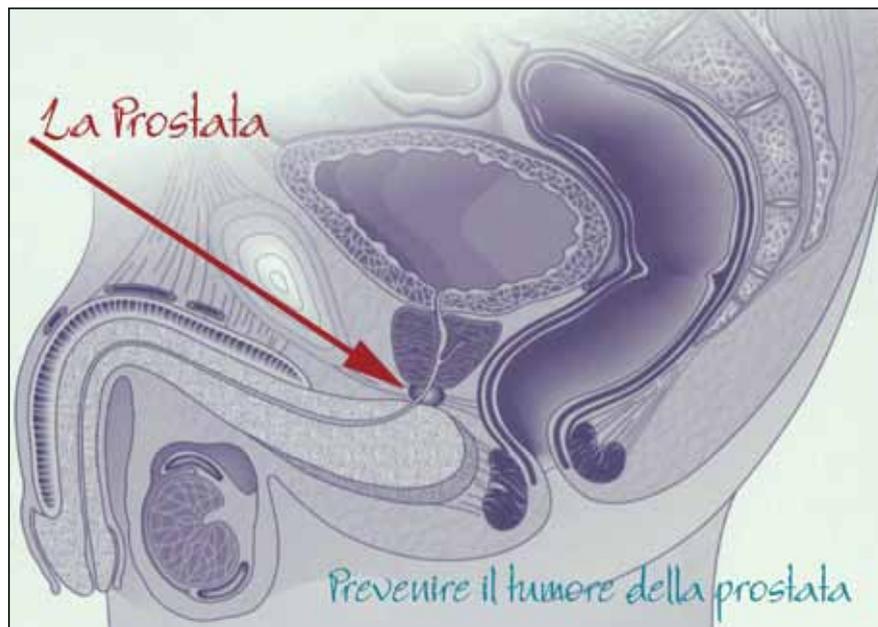
The number of attendants keeps growing every month and it is gratifying hearing the clients congratulating the coordinator on organizing these social outings. A real success once again!



Anyone wishing to join the happy crews is invited to contact Co.As.It. on 3262 5755

# la prostata - da tenere d'occhio

Le ricerche fatte hanno stabilito che il gene che causa il cancro al seno è lo stesso che provoca il cancro alla prostata.



La prostata è una ghiandola delle dimensioni di una noce situata alla base della vescica davanti alle budella che fa parte del sistema riproduttivo maschile. La prostata circonda l'uretra, il canale dove l'urina passa dalla vescica al pene.

Il cancro della prostata è la crescita anormale delle cellule della ghiandola prostatica. Ogni anno in Australia 3.300 persone muoiono di cancro alla prostata, che è il più comune fra i tumori diagnosticati in Australia (17,9%). Le ricerche fatte hanno stabilito che il gene che causa il cancro al seno è lo stesso che provoca il cancro alla prostata.

Spesso le persone si trovano in imbarazzo a parlare di problemi legati alla prostata o, più generalmente, di problemi "là sotto". Va detto comunque che il cancro alla prostata può essere curato e quindi non bisogna assolutamente ignorare i sintomi e i malesseri.

I problemi di prostata possono essere evidenziati in diversi modi:

**Antigene specifico per la prostata:** si tratta di un esame del sangue che misura il livello di antigene. Di solito un valore alto indica che qualcosa sta succedendo alla prostata.

**Esame del retto:** il dottore inserisce un dito nel retto per controllare la condizione della prostata. Di solito questo esame viene condotto assieme ad altri test.

**Biopsia o ultrasuono rettale:** l'urologo inserisce nell'ano un piccolo tubo che genera una immagine riprodotta sul monitor di un computer. L'operazione viene effettuata sotto anestesia generale.

Ci sono 6 metodi per curare il cancro alla prostata:

- **Aspettare** e tenere sotto controllo la situazione fino a che si nota un cambiamento dei sintomi
- **Operazione chirurgica:** questa soluzione viene di solito offerta a uomini in buone condizioni di salute

- **Terapia di radiazioni** che usa raggi ad alta energia o di altro tipo sia per distruggere le cellule cancerogene che per bloccarne la crescita
- **Chemioterapia**, ossia l'uso di medicinali che fermano la crescita delle cellule cancerogene, uccidendole o impedendo la loro separazione
- **Terapia biologica**, quella cioè che usa il sistema immunitario per combattere il cancro
- **Terapia ormonale**, che rimuove gli ormoni o blocca la loro azione impedendo alle cellule cancerogene di crescere.

**Ricordate comunque di vedere il vostro medico se siete preoccupati per le "cose di sotto".**

## *national respite for carers program*



The new National Respite for Carers Program (NRCP) being operated by Co.As.It. had an auspicious beginning last month when the first group of overnight respite clients enjoyed a weekend away full of activities and fun.

Nine clients were picked up and taken for morning tea at New Farm Park, one of Brisbane's best known parks and one that holds a spiritual connection to the Italian community.

Many of the Italian new arrivals to Brisbane settled in the inner city suburbs of Spring Hill, New Farm and Kangaroo Point. For many Italian families this was the weekend venue for picnics, playgrounds for kids and community soccer games on the oval.

The group then made its way to Sanctuary Cove to the well known restaurant

George's Paragon that was chosen for lunch and what an enjoyable lunch it was- huge portions of mouth watering fish, pasta, chicken all complemented by the extraordinary service.

By the time lunch was finished a well deserved rest was required and the group embarked for their three apartments at Biggera Waters where they played cards, picture bingo, and then watched a favourite Doris Day movie while the Coordinator prepared lasagne, salad and garlic bread for dinner.

The opportunity to share a glass of wine, sing and chat late into the night (they all went to bed at 11pm) was enjoyed by everyone. By the time the morning dawned bright and crisp, a delicious aroma of eggs, sausages, toast and espresso was wafting through the whole apartment block and breakfast was a

memorable event with the happy chatter of the clients and the community care workers.

After checking out from the units, a leisurely drive down the coast line admiring both the panorama and the fantastic weather took the little holiday makers to the Sharks Club Southport for a spot of boat watching, lunch and for those with a few spare coins to lose - a few goes on the pokies.

The NRCP is an important support structure for people who have full time care of family members on the Brisbane north side.

It is vital for them to have a break, get some good sleep (often interrupted by their caring role) and just spend time away from their loved one to recharge their energy.

For more information about us and our services contact us at our new address:

35 Dover Street Albion 4010  
Phone 3262 5755

# WEEKEND AT MAROOCHYDORE



*"I haven't laughed so much in a long time, I'm so happy I chose to come along"*

The annual respite weekend away was a jolly short holiday for 11 clients when DCRC Coordinator Rose Sirianni organized a three day break at Maroochydore in April.

It's not just the experience of being away that is memorable but all of the new and exciting tastes and experiences the clients get to savour during the stay.

The Dragon Fly Café where they stopped for morning tea was one such adventure where the generous sized scones were sprinkled with edible flowers! With the Italian tradition of "planting only what you can eat" this would have been an inspiring moment to discover that some flowers are also edible.

There were also rather interesting visitors at the café –some very large water dragons that amiably circled the tables in search of hand outs from the guests. One of our ladies was petrified of the gentle creatures and spent most of the time making sure they came nowhere near her!



After a short bus trip, the tourists reached Maroochydore where they enjoyed lunch at Oliver's Café situated along the Esplanade. Once they arrived at the Maroochydore Elouera Apartments, everyone had fun unpacking and claiming their beds and rooms.

An energetic match of Scala 40 was the afternoon pastime whilst dinner was prepared by Gina who produced an awesome puttanesca pasta dish and mouthwatering dessert.

After all, it's no holiday if you have to stick to a diet! To support this theory, all of them devoured a box full of amaretti biscuits made at home by Rose, there were quite a few plaintive cries of "wish there were more".

Over the weekend, the little group enjoyed doing many other activities, a dip in the hotel spa, a trip to Maleny and the cheese factory, a wander through the local markets, gelato runs, a visit to Buderim and the Ginger factory, the nut factory and the Bee exhibition.

All of these were interspersed with numerous little 'nanna naps' taken by the clients to rejuvenate their energy, souvenir shopping trips, continuous singing by Domenico and great consumption of the fabulous meals prepared by our talented workers.

Marcellina, one of the happy holidayers said "I haven't laughed so much in a long time, I'm so happy I chose to come along".

# FINE SETTIMANA A MAROOCHYDORE

Quest'anno l'ormai classico fine settimana fuori per 11 clienti dei gruppi di respite si è trasformato in 3 giorni gioiosi in aprile a Maroochydore, organizzato dalla coordinatrice Rose Sirianni.

Non è solo il passare tre giorni via da casa che rende l'esperienza memorabile, ma anche e soprattutto le nuove esperienze e i nuovi gusti che i clienti vivono durante quel weekend.

La fermata per la colazione sulla strada per Maroochydore, al Dragon Fly Cafe, è stata fantastica: gli scones serviti per colazione erano molto grandi e coperti di fiori commestibili!

Pensando alla tipica tradizione italiana di "piantare solo quello che si può mangiare", la colazione è stata un momento di scoperta per i clienti italiani, che per la prima volta hanno capito che anche alcuni fiori sono commestibili.

Ci sono stati anche altri visitatori interessanti, come dei varani d'acqua che si aggiravano con calma fra i tavoli cercando briciole e avanzi delle colazioni. Una signora si è proprio spaventata alla vista di questi animali e ha passato la mattinata ad assicurarsi che nessun varano si avvicinasse a lei!

Al termine di un breve viaggio in autobus, il gruppo è arrivato a Maroochydore e si è fermato per pranzo all'Oliver's Cafe sul lungomare. Al termine del pranzo, il gruppo si è diretto al Maroochydore Elouera Apartments, e tutti si sono divertiti a sfare le valige e a prendere possesso delle loro camere.

Il pomeriggio è proseguito con una accanita partita a scala 40 mentre Gina era impegnata a preparare una



gustosa pasta alla puttanesca e un dolce stupendo. Alla fine, una vacanza non è una vacanza se si segue la dieta!

E a supporto di questa teoria, tutti hanno contribuito a finire una intera scatola di amaretti fatti in casa da Rose e a sperare che ce ne fossero tanti altri.

Durante il fine settimana, il gruppo ha partecipato a diverse attività quali un tuffo nelle terme dell'albergo, una gita a Maleny con visita al caseificio, un giro al mercatino, una breve visita alla gelateria, una escursione a Buderim per visitare

la fabbrica di zenzero, la fabbrica di noccioline e la mostra delle api.

Tutte queste attività sono state inframmezzate da riposini per ricaricare le batterie, visite ai negozi di souvenir, le canzoni cantate da Domenico e da gustosi pranzi preparati dal personale del Co.As.It.

Alla fine del weekend Marcellina, una partecipante al gruppo, ha detto: "Erano anni che non ridevo così tanto, sono proprio contenta di essere venuta".

# Italian National Day 2013



Anche se i coordinatori dei gruppi di respite non hanno certo bisogno di un motivo per organizzare eventi ai centri, non c'è scusa migliore della prima settimana di giugno, quando l'Italia festeggia e ricorda la creazione della repubblica.

Il giorno commemora il referendum svoltosi nel 1946, a seguito della fine della Seconda Guerra Mondiale e la caduta del fascismo, quando gli italiani sono stati chiamati alle urne per decidere la forma di governo per il loro paese.

Con 12.717.923 voti a favore della repubblica contro i 10.719.284 per la monarchia, i discendenti maschi della dinastia dei Savoia furono mandati in esilio.

In Italia, per ricordare questo giorno importantissimo, si svolge ogni anno a Roma una imponente parata militare davanti al Presidente della Repubblica nella sua capacità ufficiale di capo delle forze armate. La giornata prosegue con lo spettacolo acrobatico delle "Frecce Tricolori", evento apprezzato tantissimo dalle migliaia di persone che si radunano per l'evento.



In altri paesi, la giornata viene festeggiata con altrettanto entusiasmo e le celebrazioni organizzate dal Co.As.It. a Casa Aurelia sono state un successo strepitoso.

Casa Aurelia è stata addobbata per l'occasione con i colori della bandiera italiana, con bandierine e palloncini e gli studenti della Bulimba State School, vestiti

in bianco, rosso e verde, hanno allietato i nostri anziani con canzoni e balli italiani.

La musica tradizionale, un pranzo speciale preparato per l'occasione, i giochi, le risate e i canti hanno contribuito a rendere la giornata della Repubblica italiana un momento veramente speciale, anche in Australia! Viva la Repubblica!

# Italian National Day 2013

In other countries, the day is celebrated with equal enthusiasm and a combined event with all of the groups held at Casa Aurelia was a resounding success.

Co-ordinators at the centre based day care respite groups don't need a reason to organise celebrations on a regular basis but there is no better occasion to do so than the first week of June which commemorates Italy's formation as a republic.

The day commemorates the referendum held in 1946, following the Second World War and the fall of Fascism, where the Italian people were called to the polls to vote on the form of government.

With 12,717,923 votes for a republic and 10,719,284 for the monarchy, the male descendants of the House of Savoy were sent into exile.

In Italy, to commemorate the event, a grand military parade is held in central Rome, presided over by the President of the Italian Republic in his role as Supreme Commander of the Armed Forces.

Spectacular aerial displays of the Freccce Tricolore are eagerly awaited each year as



thousands gather to enjoy the spectacle. In other countries, the day is celebrated with equal enthusiasm and a combined event with all of the groups held at Casa Aurelia was a resounding success.

Decorations in the colours of the Italian flag, floating balloons and small flags were added to an already festive gathering and the young students from Bulimba State

School, proudly dressed in red white and green, provided youthful animation with their Italian songs and dancing.

Traditional music, a specially prepared celebratory lunch, games, laughter and singing made for a very special Italian Republic Day – In Australia!

Viva la Repubblica!

# ACTIVITIES ON THE COAST

AS USUAL,  
FORTUNATO  
WAS SUCH  
A GREAT  
SUCCESS THAT  
THE MAJORITY  
OF CLIENTS  
WERE DANCING  
AND HAVING SO  
MUCH FUN THAT  
WHEN IT WAS  
TIME TO GO  
HOME, NO-ONE  
WANTED TO  
LEAVE.



The Gold Coast DCRC groups have the added advantage of being in a wonderful setting as well as having some of the best places to visit, and opportunities to do so present themselves regularly.

In April, with enviably perfect weather, they headed off to the Hinze Dam for a gentle stroll and watched a video showing how the dam wall was built before ending up at the Tallai Country Golf Club for a lovely meal.

The groups also participated in the Gold Coast 'April No Falls Day'. A two hour information session with exercises

insieme three - 2013 [12]

presented by remedial Massage Therapist Caterina Rapaccini saw the attendance of 35 persons (20 clients and 15 from the wider community), who were also treated to morning tea at this free community event.

May was the time to celebrate our Mothers. On Thursday 9th May a special celebration was held at the centre to recognize the unconditional love mothers all over the world have for their children – no matter what age they are.

The morning started with a rendition by Il Volo of "Mamma" on the big screen

(which left few people with a dry eye) and then the groups proceeded to the Italo-Australian club for lunch and entertainment by Fortunato.

As usual, Fortunato was such a great success that the majority of clients were dancing and having so much fun that when it was time to go home, no-one wanted to leave.

Other activities have included visits to the Botanic Gardens for lovely walks in the sunshine admiring the roses and other plants as well as delightfully watching the ducks in the pond.

# aged care services

## day care respite centres - gold coast



After their walks, which stimulated the appetites, a short trip to Benowa Tavern for a lovely lunch including fresh oysters was happily consumed by everyone.

It was also an opportune location for some of the clients to have a go at the Pokies.

In June, the Italian Republic Day celebrations were held on three consecutive days for all of the groups, clients loved singing the Italian National Anthem, participating in quizzes to name the regions of Italy, celebrating out all things Italian and singing their hearts to their favourite old songs.

June was also the month for many birthdays (12) but one birthday stands out significantly.

Last year was indeed a huge celebration as Mary Brustolin celebrated her centenary, this year it was extraordinary to help her also celebrate her 101st!

Mary's daughter Ester, one of Co.As.It.'s esteemed volunteers contributed to the birthday party which was held for Mary and which Assistant Director Tanina Softa attended to congratulate Mary on this milestone. As usual, there was plenty of food and live music so everyone danced,

including Mary who continues to be sprightly and energetic! In July, bus driver Rino Di Vito and his wife Tania Simonetti were farewelled after having been with Co.As.It. for a number of years.

Two volunteers, Rita Silvestri and Luciana Consalvi, received the Co.As.It. Medal of Appreciation at the Italian Republic Day luncheon held at the Abruzzo club for their support of the Gold Coast DCRC over the last 5 years. Lastly for the quarter, a small group of 10 clients travelled to Brisbane to enjoy the Italian production of La Giara.

All in all - a very eventful few months.

## Il Co.As.It. vi invita a partecipare al **FORUM ANNUALE**

Informatevi sui servizi disponibili per la comunità, accedete ai servizi legali e sanitari e ai corsi di computer, che vi assisteranno nel comunicare con il mondo attuale.



**DOVE:**

**Broncos Leagues Club**  
*(Fulcher Road, Red Hill)*

**QUANDO:**

**Giovedì 29 Agosto 2013**

**ORARIO:**

**10.00 - 14.00**

**COSTO:**

**Gratis** *(pranzo incluso)*

- Il forum riunirà professionisti nei settori della cura degli anziani, della cura della comunità, della vita sana e delle tecnologie assistenziali.
- Questi temi fondamentali nella cura degli anziani saranno discussi da un punto di vista pratico, evidenziando le informazioni di cui avete bisogno adesso per gestire e progettare meglio le vostre cure in futuro.

**Non perdetevi l'occasione di prenotare un posto, contattate il Co.As.It. al 3262 5755 entro il 26/8/2013**

## Co.As.It. invites you to participate in their **ANNUAL FORUM**

Inform yourself about community services available, access legal and health services and computer training to assist you to communicate in this modern world.



**WHERE:**

**Broncos Leagues Club**  
*(Fulcher Road, Red Hill)*

**WHEN:**

**Thursday 29 August 2013**

**TIME:**

**10.00am - 2.00pm**

**COST:**

**Free** *(includes lunch)*

- This forum will bring together professionals across the fields of aged care, community care, healthy living and assistive technologies.
- These critical aged care topics will be discussed from a practical perspective, highlighting the information you need to know now, to better manage and design your care in the future.

**Book your place, don't miss out, contact Co.As.It. on 3262 5755 by 26/08/2013**

# Become a friend for an older person

We should value all ages in our communities, from the very young to the very old. But the old in nursing homes and assisted living facilities often feel isolated and excluded.

Developing stronger connections between these older adults and their community can have tremendous benefits for everyone.

Even older adults with serious memory loss or cognitive limitations can still enjoy a visit, even if they don't remember it later.

Volunteers are always needed for this special program but we don't want it to be "let's go see the old people" like it's a trip to the museum! A one off visit occasionally is not what the program is about. An ongoing series of visits establishes a relationship with the older person and encourages understanding and trust to develop - essential for a real connection between people of any age.

Many older people never have visitors and spend their days alone and lonely.

Don't be in a hurry. Most residents have time on their hands and your visit will probably seem short no matter how long you stay.

At the end of each visit, before you leave the person, thank the resident for spending time with you.

You can shake their hand or offer to give them a hug. If a person doesn't want you to leave, try to get them involved in another activity, take them to be with a group of people, turn on the television, or place something in their hands like a small memento that they can hold on to.

If you have an hour a fortnight (or more if you wish) join us and help to make an older person's life richer.

*There are many little things you can do with your resident and some of these are highlighted below:*

*Cut out pictures from magazines*

*Put coins in a jar*

*Make a paper decoration*

*Put bird seed out for the birds*

*Decorate a pumpkin*

*Reminisce about a favourite summer*

*Roll yarn into a ball*

*Trace and cut out autumn leaves*



day care respite centre - sunshine groups

## "snippets of my life" booklet

The last few weeks at our respite centre at Acacia Ridge (where we cater for our lovely Sunshine Groups) have been rather busy! We have enjoyed Homemade Gelato Day, Mother's Day celebrations, The Italian Republic Day and Clowning Around Days - just to mention a few!

So much to do, so much to hear, and most importantly so much to listen to! And so little time to take in ALL of the wonderful stories and anecdotes from our "Sunshiners" who have a whole life of wisdom and experience to share with us!

When working with people with dementia we must realise how vital it is to ensure that everything we DO or SAY leads to a heart-warming and rewarding experience both for us and the person with dementia.

At our Sunshine Groups we do our best to ensure that our clients feel secure, safe and loved. An important aspect of meeting those needs is being familiar about each client's background.

One of the best ways of learning about our clients and their experiences is through a clever little booklet we have developed, called "Snippets of My Life". This little booklet is a brief outline of the journey each person has made during his or her life e.g. significant events, special family occasions, work etc.

Just to give you an idea of how important knowing about the past is for every client, let us give you an example.

Recently, there was a lovely old gentleman in a nursing home who was frustrating staff at mealtimes because as soon as his meal was set before him, he would stand up and scatter the contents all over the floor. After this happened repeatedly, we were called in to try to deal with the situation. What we discovered

was that when he was a young man, he had always tended chickens at home. What he had been doing was going back to his youth and he was feeding the chickens in the nursing home in the same way he had been feeding them in his past.

Knowing about his past helped to deal with the behaviour that was so distressing for the staff.

We would love each and every one of our clients to have this booklet not only for them but also for us. Staff will have a better background knowledge on the client, family members will gather valuable personal details about their loved one and preserve this knowledge as part of their family history and the person has

a wonderful little book of memories to reminisce about with friends.

So next time you are kindly asked for family photos, family history etc. please be generous and give as much information as possible! Also be assured that all photos will be duly photocopied and returned to you!

Once the booklets have been compiled they are stored safely in our office.

A gentle reminder: we are here to help so do not hesitate to contact us with any queries or questions regarding our Sunshine groups or if you need strategies on how to cope with a member of your family who has dementia.



## CO.AS.IT. MEDAL OF APPRECIATION FOR VOLUNTEERS PRESENTED AT THE ITALIAN NATIONAL DAY CELEBRATIONS ON JUNE 2, 2013

Co.As.It. Community Services was proud to again hold the ceremony of the conferring of the Co.As.It. Medal of Appreciation at the Brisbane Abruzzo Club on June 2, 2013.

Held during Co.As.It.'s Italian National Day Celebrations, the medals represented a public recognition for the nominated volunteers who have dedicated numerous hours to assist Co.As.It. programs for the community.

Co.As.It. is delighted to recognize these people, who through their commitment, have made a positive impact on the ideals and goals of the organization. These awards are a prestigious acknowledgement of the roles

these people perform regularly in our community, often with little expectation of gratitude.

The Volunteers have been involved in assisting the organization in the running of Co.As.It.'s Day Care Respite at the Gold Coast and in Brisbane and under the Community Visitors Scheme, visiting many elderly Italian residents in nursing homes.

The recipients of the Co.As.It. Medal of Appreciation 2013 are:

Connie Massadi  
Tina Di Maio  
Rita Silvestri  
Luciana Consalvi  
Vilma Andriani

**THESE AWARDS  
ARE A PRESTIGIOUS  
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OFTEN WITH LITTLE  
EXPECTATION OF  
GRATITUDE.**



## Co.As.It.

# Italian National Day Celebrations

Co.As.It. Community Services was proud to hold once again, Italian National Day Celebrations at the Brisbane Abruzzo Club on Sunday June 2, 2013.

Attended by over 320 people, the event was a resounding success with many community members disappointed they were unable to attend due to the large number of participants. The event was studded with notable guests of honour including The Italian Ambassador HE Gian Ludovico De Martino Di Montegiordano; Acting Consul for Qld and the Northern Territory Dott Stefano Cirilli; The Lord Mayor Graham Quirk; Mr Steven Minnikin MP (Member for Chatsworth) and Assistant Minister for Multicultural Affairs and Member for Brisbane Central); Steven represented the Premier of Qld, the Hon Campbell Newman MP; Hon Glen Elms MP Minister for Aboriginal & Torres Strait Islander & Multicultural Affairs; Hon Teresa Gambaro MP Federal Member for Brisbane; Councillor Norm Wyndham for the McDowall Ward, and Ms Mariangela Stagnitti President of Com.It.Es.

The festivities commenced with young students from Rainworth Primary School, whom under the direction of their singing teacher and Italian language teacher Alfredo Ferranti, sang the Australian and Italian National anthems. Following welcome speeches by Co.As.It. president Cav Nereo Brezzi and other luminaries, the affable compere Frank Paolino directed the activities of the afternoon with consummate skill. It was with anticipation that the well known and talented Soprano Leslie Martin-Nightingale took to the stage to entertain the guests with her beautiful voice, offering soaring renditions of Italian songs before bringing the crowd to a

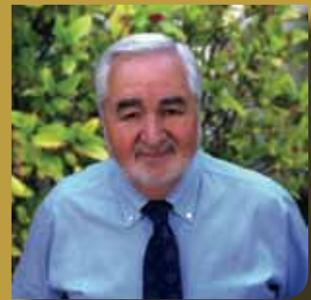
insieme three - 2013 [18]

frenzy with Andrea Bocelli's song "Con te Partirò". In keeping with the traditions of our heritage, who could resist the small group of Tarantella dancers who leapt and twisted with tambourines in the air to a Sicilian ditty. These young girls were not even of Italian descent but managed to capture both the essence and movements of the Tarantella like true Sicilians!

In the meantime, an absolutely delicious and substantial lunch was organised by Emilio (President of the Abruzzo Club) and Tina La Monaca and their team at the Abruzzo Club - much to everyone's great satisfaction and enjoyment. Before the raffles were drawn, for the more energetic, the band Three Wheel Drive kept guests on their toes with some of the best loved Italian dance music which soon saw the dance space filled.

For many volunteers of Co.As.It. the much anticipated Medals of Appreciation were awarded by Hon Teresa Gambaro MP amidst great fanfare and photographs.

As a not for profit organization, Co.As.It. relies heavily upon the generosity of the community. Co.As.It. extends a special note of appreciation to Mr Fil D'Arro from Italiquore for his sponsorship of the wine, Mr Guido Canale from Canale Travel for a \$500 travel voucher; Mr Steve Marinucci from Westpac; Mr and Mrs Giovanni Antonaglia from Maria's Fine Gifts and Jewellery for their lovely prize of a men's watch; Guy Zumbo and Giuseppe Emanuele of Torea Pty Ltd; the Narciso Family from Elixir Coffee and Amanda Panda from Panda Pearls. All of these wonderful prizes were raffled on the day much to the delight of the appreciative winners.



## Reflections on why we celebrate this day.

Cav. Nereo Brezzi  
President Co.As.It.

As most of us know, it commemorates a significant date in the long history of Italy: establishing a republic and, arguably, cementing the unity of Italy that had been driven by the Risorgimento between 1815 and 1870.

But what does it mean to celebrate this day in an Australian context? It should enable all of us to reflect upon our Italian heritage. To be proud of our culture and the overwhelming contribution that Italians have made to the modern Australian social and cultural landscape and it's not just the simplistic and archetypal images of pizza, pasta, espresso coffee etc.

No, it's so much more - political and social presence, construction of buildings, dams and roads, power infrastructure, oil and gas development, agriculture from sugar cane to wine and much more, information technology and of course, fashion, food and design.

This day also reminds us of the pioneers who came before us. Sadly, many are now ageing but I can say with some pride that Co.As.It. Community Services is able to support a great number to continue living their lives with dignity in their later years.

And let us also remember the contribution to the maintenance of our Italian language: Co.As.It. promotes its learning not just for "what can you do with it" but also for the positive educational effect it has on students learning their native English as well as understanding Italian and European culture and heritage.

It is most appropriate that the government has chosen Italian as one of the two priority languages for its new national curriculum.

# Il Co. As. It. celebra l'anniversario della Repubblica italiana



Domenica 2 giugno il Co.As.It. Community Services ha organizzato, anche quest'anno, l'anniversario della Repubblica italiana presso l'Abruzzo Club.

La giornata ha visto la partecipazione di più di 320 persone ed è stata un successo strepitoso. Purtroppo molti membri della comunità non hanno potuto prendervi parte a causa dell'inaspettato numero di persone presenti.

Fra gli ospiti d'onore, che hanno contribuito ad elevare il livello della giornata, vanno ricordati l'Ambasciatore d'Italia in Australia, SE Gian Ludovico De Martino Di Montegiordano, il Dottor Stefano Cirilli, Console Reggente per il Queensland e il Northern Territory, il sindaco di Brisbane Graham Quirk, il Sig. Steven Minnikin MP (Membro per Chatsworth, Assistente al Ministro per gli Affari Multiculturali e Membro per Brisbane Central in rappresentanza del Premier del Queensland, l'On.le Campbell Newman MP); l'On.le Glen Elms MP Ministro

per gli Affari Multiculturali, Aborigeni e Originari dello Stretto di Torres, l'On.le Teresa Gambaro MP, Membro federale per Brisbane, il Consigliere comunale Norm Wyndham per la circoscrizione di McDowall Ward e la Sig.ra Mariangela Stagnitti Presidente del Com.It.Es.

Il programma della giornata è iniziato con l'inno nazionale australiano ed italiano, cantati dagli studenti della Rainworth Primary School, guidati da Alfredo Ferranti, il loro insegnante di italiano e di musica. A questo punto il Cav. Nereo Brezzi, presidente del Co.As.It., ha preso la parola per iniziare la parte ufficiale della giornata. L'intervento del Cav. Brezzi è stato seguito da altri discorsi e il programma della giornata è stato seguito alla perfezione da Frank Paolino, presentatore ufficiale della giornata. È arrivato poi il momento del soprano Leslie Martin-Nightingale che ha allietato il pubblico con la sua voce potente e stupenda con molte canzoni italiane, per poi finire il suo spettacolo con il successo

mondiale di Andrea Bocelli, "Con te partirò".

In perfetta sintonia con le tradizioni italiane, nessuno è riuscito a resistere al gruppo di ballerini che si sono esibiti in una tarantella al ritmo di musiche siciliane. Anche se non italiane, le ragazze del gruppo sono riuscite a estrapolare l'essenza e i movimenti dei veri ballerini di tarantella siciliani!

Nel frattempo, Emilio e Tina La Monaca, assieme al team dell'Abruzzo Club, erano impegnati nella preparazione di un pranzo sontuoso, che tutti hanno decisamente apprezzato.

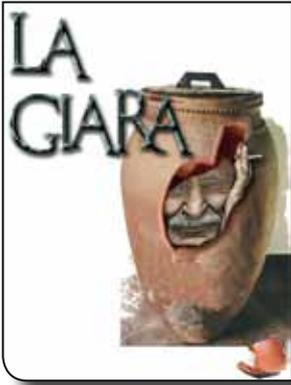
Prima dell'estrazione dei biglietti vincenti, il pubblico si è divertito e ha ballato con la musica dei Three Wheel Drive.

I volontari che fanno parte del Co.As.It. hanno ricevuto, dall'On.le Teresa Gambaro MP, le medaglie di riconoscimento per il loro contributo verso la comunità.

Il Co.As.It., come è noto una organizzazione a scopo non di lucro, si trova a dover contare sulla generosità della comunità.

Bisogna a questo punto ringraziare il Sig. Fil D'arro (Italiquore) per aver fornito il vino per la giornata, il Cav. Guido Canale per aver donato un buono viaggio del valore di 500 dollari, il Sig. Steve Marinucci (Westpac), i Sigg. Antonaglia (Maria's Fine Gifts and Jewellery) per aver donato un bellissimo orologio da uomo, Guy Zumbo e Giuseppe Emanuele (Torea Pty Ltd), la Famiglia Narciso (Elixir Coffee) e Amanda Panda (Panda Pearls).

I possessori dei biglietti vincenti sono stati più che contenti di aver vinto questi premi.



# Pirandello comes to Brisbane

*The tarantella dancers from the Theatre Factory created a truly nostalgic feel for the dances of old and both the choreography and execution of the steps were a credit to the group, especially since the girls were not of Italian origin.*

CO.AS.IT. was proud to have collaborated with the Bottega d'Arte Teatrale to have brought Luigi Pirandello's well known novel "La Giara" to Brisbane audiences on June 9, 2013.

Sponsored by Multicultural Affairs Qld, the production was the brainchild of Director Santo Crisafulli who adapted the well known work for the stage.

Bringing a talented cast from Sydney was no easy feat, comprising of over 12 members, it took some coordination

to have all of them available for the production.

To add the required atmosphere, the sets created by Santo Crisafulli and Antonio Lovisi were shipped up from Sydney and erected the day before the show, only to be dismantled, packed up and reshipped the next morning - an extraordinary amount of work for the company.

Amidst great enthusiasm, the scenery was mounted in a few hours and the essence of a small Sicilian village was recreated



with some clever props and skilled paintwork. After all this work, Co.As.It. was happy to host the tired group to a wonderful dinner prepared by Spizzico Cafe and Ristorante.

Rehearsals took place on the morning of the show with aspiring tenor Iain Henderson, rapidly learning both the lyrics and the song to accompany young Angela Arduca the 16 year old soprano who charmed the audience with her interpretation of Carminella.

This talented young singer who is shortly performing with Opera Australia was a pleasure to watch and hear. Add to the cast, an irascible jar mender Annibale Migliucci, a bad tempered landlord Pippo Murgida, typical Sicilian young cart handlers, Giancarlo and Marcello Puglisi and farm manager Santo Crisafulli and the story line becomes truly entertaining.

The characterisation of the poor solicitor caught between the landlord and the jar mender played by Luciano Ginori was equally funny. But none could have been more engaging than the young boy Nociarello played by Massimo Murgida, an imp and typical village boy. Supported by other well known actors, Laura Lo Bianco, Giuseppe Leggio, Amalia Crisafulli, Adelina Manno and Isidoro Rapisarda, the afternoon was a truly enjoyable time spent in the theatre.

The tarantella dancers from the Theatre Factory created a truly nostalgic feel for the dances of old and both the choreography and execution of the steps were a credit to the group, especially since the girls were not of Italian origin.

Senator Francesco Giacobbe representative of the Italians in the Oceania Region also attended and

congratulated both the cast and Co.As.It. for the highly entertaining production after Co.As.It. Director Dina Ranieri welcomed the participants at the beginning of the show and later presented a plaque of appreciation to the Bottegad'Arte for their accomplished production.

Co.As.It. wishes to thank valued supporters Spizzico Café and Ristorante owners Angelo and Silvana Di Bartolo as well as Merthyr Village owners, Alf and Diana Sorbello for their interest in this community event and most of all to Mr Giuseppe Gaudiello of Wilston for his loan of the many small items that he has had collected for the past 60 years that made the stage reminiscent of a small village. Last but not least a very special mention must be made of the volunteers from the Co.As.It. staff who dedicated their time to make the event such a success.



## MOVIE NIGHT AT ILC

All Italian language learners work hard at perfecting the four skills of reading, writing, listening and speaking. One of the best ways to improve understanding of a language is to listen to native speakers. ILC provided one such opportunity for our Italian students by holding a movie night in celebration of Italian week on 31 May.

Carlo Verdone's lively comedy *Il mio miglior nemico* (My Best Enemy) provided an engaging opportunity to listen to contemporary, colloquial Italian. As students munched on freshly popped popcorn they were thoroughly entertained by the antics of the characters Achille De Bellis (Carlo Verdone) and Orfeo (Silvio Muccino). After their first encounter, Achille and Orfeo's lives start to fall to pieces in a curious parallel way, although this forced closeness will explode into a strange friendship, a kind of father-son relationship in an hilarious tale of two nemeses coming together for the love of a girl: One her boyfriend, the other, her father.

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WAYS TO IMPROVE  
UNDERSTANDING OF A  
LANGUAGE IS TO LISTEN  
TO NATIVE SPEAKERS.



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# Carnevale alla scuola di Sant'Ignazio 2013

St. Ignatius Primary School held an exciting "Carnevale Day" on Wednesday 19th June. The Italian teacher Connie Lammertsma organised an engaging program for students from Prep to Year 7, who were involved in a variety of fun activities from 9 am to 3 pm.

"Carnevale Day" began with an assembly in the Hall, where students gathered for Signora Connie's welcome and official opening.

The day's program started with a presentation by Giorgia Dessì, current Italian ILC intern, on how Carnevale is celebrated in Italy.

Then, as the Year 4 sang the song "Carnevale", the Preps, Year 1, 2 and 3 classes paraded their colourful masks around the Hall. After assembly students by year group had the opportunity to engage in rotational activities such as:

- **Pizza Demonstration and Eating:** pizza makers Sandro, Melinda, Alessandro and Beatrice from PIZZA VOLANTE gave an interesting display on how pizzas are made, and then served it to the eager students.
- **Arlecchino (Harlequin) Game:** in

relay teams students had to collect coloured sets of triangles one by one and reconstruct the Commedia dell'Arte character Arlecchino before the rival teams did.

- **Sa Sartiglia Game:** students re-enacted the typical Sardinian equestrian tournament Sa Sartiglia (from the Latin word Sorticola, "ring"). During this tournament, masked galloping horsemen compete to collect as many star-shaped rings as possible on their lances, as the number of stars caught on each day is a sign of the wealth that the harvest will bring. The object of the game for students at "Carnevale Day" was to collect as many stars as possible for their team.
- **Battaglia delle arance (Battle of the Oranges):** the game was based on the world famous competition which takes place in Ivrea at Carnevale, during which thousands of townspeople, divided into nine teams, throw oranges at each other. The students, divided into two teams, had to pretend they were Ivrea townspeople and had to throw "oranges" (soft orange sponge balls) to each other, trying to hit as many rivals as they could.
- **Giochi con Giorgia (Playing with Giorgia):** students from Years 4 to 7

took turns to go to the Library, where ILC's Italian intern Giorgia Dessì showed them an engaging power point presentation in Italian, to introduce herself and talk about her personal experiences of Carnevale in Italy. A brief Q&A session followed, where students had the opportunity to practise their Italian with a native speaker.

The day ended with students having the opportunity to watch an exciting presentation on the Commedia dell'Arte by Ben Cornfoot from Homonculus Theatre Company.

A few lucky students who had attended the workshops during the course of the day, showed off what they learned by interpreting the Zanni characters. Wearing the comical masks of Arlecchino, Brighella, Pantalone and Pulcinella, the students demonstrated the amusing movements, sounds and actions of these hilarious characters.

ILC takes the opportunity to congratulate Italian teacher Connie Lammertsma on organizing a memorable Carnevale Day at St. Ignatius, where students, staff and guests enjoyed experiencing a day of Italian culture.



## ILC celebrates the end of another successful semester

The sounds of good cheer emanating from the Colle Rosso restaurant on Tuesday 18 June where none other than those of ILC students joyfully celebrating the end of Semester One, 2013.

Students and their teachers enjoyed the convivial atmosphere at the popular restaurant - aptly named by reflecting its location in the Brisbane suburb of Red Hill.

The celebration was honoured by the presence of Co.As.It. President Cav. Nereo Brezzi who was called upon by ILC Language Course Coordinator Marzia Mauro to award prizes to students.

The prizes acknowledged the tenacity of students who engaged fully with their Italian language courses by demonstrating one hundred percent attendance over the 16-week course duration. Praiseworthy recipients were: Angela Rositano, Barbara Hodson, Julian King, Mark Mazzaglia and Sara Paterakis.

As delicious platters of food kept arriving, students had the opportunity to socialise and catch up with their fellow learners – and more importantly, to discuss enrolment in next semester's courses to progress their journey in learning the Italian language.

Positive feedback received by ILC was testament to the enjoyable time had by all.

The Italian Language Centre offers a wide level of Italian language courses from beginners to advanced.

Here's but one example which accurately summed up the spirit of the evening.

“I had the best time, the venue was perfect, the food was great and the company was amazing. Thank you so much for my prize. I am really looking forward to the next social event. My best wishes to everyone at ILC for a safe and happy Semester Break. I am looking forward to the start of the next semester.”

Saluti Barbara Hodson



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[learn@italianlanguagecentre.org](mailto:learn@italianlanguagecentre.org) or phone: 3262 5755.

## La Festa della Repubblica is celebrated at Rainworth State School

A SPECIAL MENTION NEEDS TO BE MADE OF THE COMICAL BALLET PERFORMED BY YEAR 1 STUDENTS, TO THE TUNE OF THE WELL-KNOWN "SHAKE YOUR TAIL FEATHER".

The annual Italian "Festa della Repubblica" was held in great style on Tuesday 18 June at Rainworth State School. Italian teacher Alfredo Ferranti and his students from Prep to Year 7, presented a memorable concert focused on classical Italian songs, which the students interpreted brilliantly.

The programme was arranged in two parts: during the first half, the younger students (from Prep to Year 3) sang catchy songs such as "La mia casa", "Ciao buongiorno", "Scuola! Scuola!", and even one of the Italian modern classics "Guarda come dondolo".

In the second half older students (from Year 4 to Year 7), engaged in more demanding songs like the tongue-twister "Precipitevolissimevolmente" and "Tintarella di luna". A special mention needs to be made of the comical ballet performed by Year 1 students, to the tune of the well-known "Shake your tail feather".

There were a couple of moments that were particularly moving: when the Rainbow Singers, accompanied by the Senior Concert Band, intoned both the Australian and the Italian national anthems and when the Combined Concert insieme three - 2013 [26]



Band showcased its talent by playing two enchanting musical scores ("Latinesque" and "Liturgical Fanfare"). To end the concert, the Year 7 students paraded as famous Italians in the "Sfilata di italiani famosi".

Members of the audience had great fun identifying well-known personalities, such

as the soccer player Alessandro Del Piero, the motorcycle champion Valentino Rossi and the famous fashion duo Dolce & Gabbana.

The entertaining program ended with an engaging "Aussie" version of the Tarantella, danced with great joy and energy by the Year 4s.

## ILC End of Semester Lunch



Wednesday 22 May 2013 was an early winter grey and rainy day in Brisbane, but at 'Dolci Saporì' in the suburb of Clayfield the atmosphere was warm and cheerful.

Twenty two Italian students and their teachers were celebrating the end of semester after having successfully completed the Italian Language Centre's '10 at 10 for 10' series of Italian lessons (10 lessons at 10am for 10 weeks).

**Students present agreed it was a fitting end to Semester 1 and they cannot wait to continue their study of l'italiano in Semester 2**



ILC course coordinator, Marzia Mauro opened the proceedings, acknowledging the excellent progress made by the students on their language learning journey. Proprietor of 'Dolci Saporì', Aladino Pozzebon, then served a delicious 'bis' of hand-made fettuccine ai funghi and ravioli con ricotta e spinaci alla napoletana.

Caffè and a delicious array of traditional Italian pasticcini finished off the meal. Students present agreed it was a fitting end to Semester 1 and they cannot wait to continue their study of l'italiano in Semester 2.

The Italian Language Centre offers a wide range of Italian language courses from beginners to advanced.

For further information see the website at [www.italianlanguagecentre.org](http://www.italianlanguagecentre.org) or contact ILC on 3262 5755 or via email: [learn@italianlanguagecentre.org](mailto:learn@italianlanguagecentre.org)



# advocacy policy

## regolamento della rappresentanza

Co.As.It. will encourage clients/care recipients to utilise an advocate of their choice to ensure that clients/care recipients receive the best possible service.

All clients/care recipients and potential clients/care recipients, may choose to involve an advocate to represent his or her interests at any time as accepted practice by this organisation.

### **The organisation:**

- Offers each client/care recipient the opportunity to nominate an advocate
- Accepts the involvement of an advocate of the client's/care recipient's choice whenever this is the wish of the client/care recipient
- Has developed links with advocacy groups in its area and informs clients/care recipients of the availability of such assistance

### **Procedure:**

- At point of first contact with the client/care recipient, prior to assessment, clients/care recipients are verbally advised of their right to have someone to represent their interests and help them with complaints, disputes or any aspects of service delivery if they wish
- An advocate may be a relative, friend, neighbour or someone from an advocacy service
- The agency maintains a register of service providers and agencies that provide advocacy services
- Clients/care recipients are to be reminded of their right to use an advocate on subsequent visits and contacts, along with their other rights associated with the services they may receive
- The agency documents informal feedback as a quality assurance measure to ensure the service provided to the client/care recipient meets their needs.

*Il Co.As.It. incoraggerà i clienti ad utilizzare un rappresentante di loro scelta per assicurare che i clienti ricevano il miglior servizio possibile.*

*È pratica accettata da questa organizzazione che tutti i clienti e clienti potenziali possono scegliere un rappresentante che si occupi dei loro interessi in qualsiasi momento.*

### **L'organizzazione:**

- *Offre a ogni cliente l'opportunità di nominare un proprio rappresentante*
- *Accetta la mediazione di un rappresentante scelto dal cliente ogni volta che il cliente lo desidera.*
- *Ha sviluppato legami con gruppi rappresentativi nell'area di sua competenza e informa i clienti della disponibilità di tale assistenza.*

### **Procedimenti:**

- *Al primo contatto, prima della valutazione, i clienti sono consigliati verbalmente del loro diritto di avere qualcuno che rappresenti i loro interessi e che li aiuti nei loro ricorsi, dispute, o per qualsiasi aspetto della prestazione di servizio, qualora lo desiderano*
- *Il rappresentante può essere un parente, amico, vicino di casa, o qualcuno di un servizio rappresentativo*
- *Il Co.As.It. tiene un registro dei prestatori di servizi e agenzie che forniscono servizi di rappresentanza*
- *Ai clienti va ricordato, nel corso di visite e contatti successivi, che hanno il diritto di impiegare un rappresentante, ed anche degli altri diritti riguardanti i servizi che possono ricevere*
- *Il Co.As.It. documenta le risposte informali riportate come misura di garanzia di qualità onde assicurare che il servizio prestato ai clienti soddisfi le loro esigenze.*

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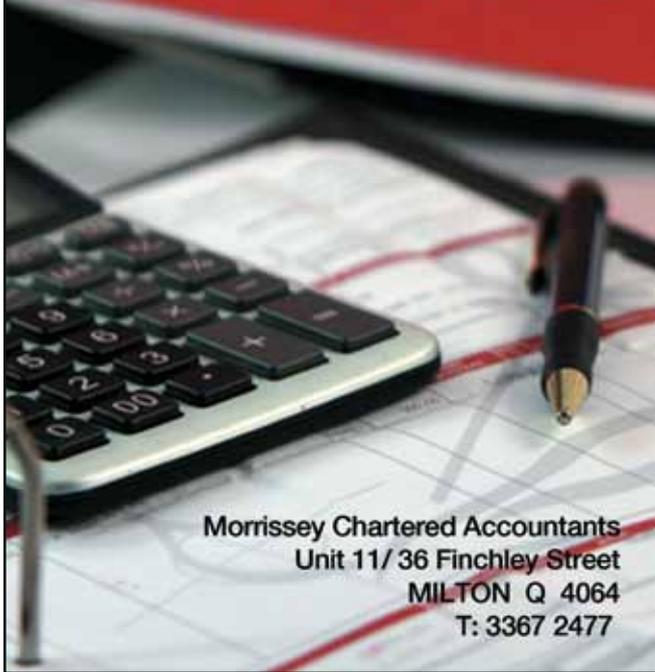
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# Community Services for frail elderly and younger people with a need for support services



home and community care



Queensland  
Government

Avete bisogno di aiuto nei lavori domestici?  
Avete bisogno di aiuto per cucinare?  
Volete incontrare nuovi amici?  
Assistete qualcuno a domicilio e avete bisogno di aiuto?

Il Co.As.It Community Services provvede assistenze alle persone anziane dal 1987 e il nostro personale esperto e qualificato è capace di prestare un servizio che è culturalmente e linguisticamente adeguato. La maggioranza del nostro personale è bilingue e capace di assistervi nel vostro ambiente familiare in casa vostra.

I nostri servizi di Tregua Diurna offrono un pasto casalingo e la possibilità di incontrarsi con gli amici e chiacchierare dei tempi andati. Attività di arti manuali, canzoni e balli, tombola, sono parte del nostro programma giornaliero.

Contattate il nostro centro al  
**07 3262 5755**

e organizzeremo la visita di un operatore per fare la valutazione dei vostri bisogni e informarvi dei nostri servizi.

servizi comunitari per anziani e giovani bisognosi di servizi di sostegno.



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