



ANNUAL REPORT 2022/2023



co.as.it.
community
services

Acknowledgment to Country

Co.As.It. acknowledges the traditional owners of the land on which our offices operate, the Turrbal and Yugambeh people. We pay our respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islanders.



WELCOME TO 2022/2023 ANNUAL REPORT

Our Values

Dignity - Create a work environment in which there is equal opportunity, where staff and clients are understood and respected.

Sensitivity - Meet the clients' needs by being responsive, adaptive and innovative and supporting clients in their choice of care and lifestyle.

Honesty - Act with integrity, be transparent, and exercise stewardship and good governance, while being responsive and accountable.

Value - Aspire to provide value for money at all times and meet the clients' expectations and financial capacity to receive the best possible care.

Excellence - Strive for a high standard of client's satisfaction and to excel in all that we do.

Our Mission

To offer choice, value,
and consistently
high quality services
to people with
diverse needs.

Page of CONTENTS

06	MESSAGE FROM THE CEO
07	MESSAGE FROM THE PRESIDENT
08	OUR SERVICE CENTRES
12	A YEAR IN REVIEW
14	COMMONWEALTH HOME SUPPORT PROGRAM
17	HOME CARE PROGRAM
18	CLINICAL SERVICES
20	SHORT TERM RESTORATIVE CARE
22	ALLIED HEALTH SERVICES
24	NATIONAL DISABILITY INSURANCE SCHEME
36	COMMUNITY SERVICES
38	ITALIAN LANGUAGE CENTRE

MEET THE BOARD



Cav. Nereo Brezzi
President



Cav. Antonio Palella
Vice-President



Antony Brown
Treasurer



Rose-Marie Cappello
Board Member



Joe Chisari
Board Member



Angela Bonica
Board Member



Cav. Dina Ranieri CEO
Board Member

PERSONNEL

MANAGEMENT	4
FINANCE	8
GENERAL ADMINISTRATION	21
COORDINATORS & SUPPORT STAFF	73
REGIONAL ASSESSMENT TEAM (RAS)	10
ALLIED HEALTH	21
CARE STAFF	303
CLINICAL TEAM	19
VOLUNTEERS	74
ITALIAN LANGUAGE CENTRE (ILC)	18

WHEN **YOU** ARE A CAREGIVER, YOU KNOW THAT EVERY
DAY YOU WILL *TOUCH* A LIFE, A LIFE **WILL**
TOUCH YOURS.

Message from CEO CAV. DINA RANIERI

It gives me great pleasure to present the annual report for Co.As.It. Community Services, a charitable and reputable organisation, highlighting the successes and challenges faced throughout the last financial year.

As a charitable organization, we express our sincere gratitude to the Australian Government and the Queensland Government for their funding support which has significantly improved the lives of many within our community.

One of the significant challenges we continue to face are the Aged Care Reforms as the government postponed the introduction of a new Aged Care Program until 2025. These reforms have posed ongoing challenges as the framework of the final program continues to evolve, however, we remain committed to adapting and providing quality services within its new structure.

We also had to address changes to the Fair Work Awards, particularly the introduction of a 2 hour minimum engagement for our care staff. This required a complete overhaul of our service provision model, concurrently ensuring we complied with care staff remuneration whilst maintaining service provision whilst negotiating greater flexibility from our clients.

In addition, ongoing changes to program guidelines and staff shortages continued to test our organisation.

However, despite these trials, our client base grew substantially, we increased our recruitment of staff and still met client needs with constancy and dedication.

Despite the challenges, we achieved remarkable milestones during the year. We expanded our Allied Health Team, extending services to the Gold Coast office, in response to the increased demand for allied health services.

Likewise, the nursing team grew due to increased funding for nursing services in various regions. Our management team has been dedicated in bringing our policies and procedures up to date to meet operational changes effectively.

We prepared for the NDIS semi-audit, resulting in full compliance and responded and adapted to the ever-evolving aged care and disability regulations, without compromising our commitment to client care.

The financial support from the Italian Government through the Italian Consulate in Brisbane and the Italian Embassy has allowed

us to promote and teach Italian in primary and secondary schools in through our division of ILC (Italian Language Centre). We have interfaced with schools throughout Queensland where Italian is taught and the ILC Team has developed valuable resources supporting Italian teachers. Our native speakers and qualified staff bring their knowledge and language activities to the classrooms, ensuring quality and fostering increased interest in learning current and contemporary Italian.

We extend our heartfelt appreciation to the Board of Directors for their guidance and shared vision throughout this year.

Looking ahead, we will embrace the challenges and opportunities that the upcoming year holds.

Co.As.It. is committed to being prepared and strong in the face of change.

With the support of our dedicated staff and volunteers, we are determined to continue providing exceptional care and making a positive impact in the community.



Message from PRESIDENT CAV. NEREO BREZZI

On behalf of the Board I have great pleasure to present this report of another successful year in Co.As.It.'s 45th year of serving the community.

With great relief we were able to navigate through the enormous problems of the Covid-19 pandemic and still continue to provide our valuable services to our clients. The Board's thanks are extended to all management and staff for their fantastic efforts then and into the current year. We continued to provide and extend all services in congruence with the mission and values which the board reviews annually: These are: Dignity; Excellence; Honesty; Sensitivity; and Value.

As always, new operational challenges emerged, the main ones relating to shortages of skilled staff thus driving increased recruitment efforts and working closer with training organisations.

Costs increased but the high reputation held by our organisation in Aged Care Service delivery saw an increase in client numbers in the major programs: HCP (Home Care Packages); and CHSP (Commonwealth Support Programme) extended to June 2025.

The Italian Language Centre continued its excellent work in delivering language classes and teachers' Professional Development at schools in Brisbane, Cairns and Townsville, and adult classes

in Brisbane. The StuditaliaA scholarship marked its 28th year, again reflecting its appeal to teachers and students, and the 22nd Settimana Della Lingua Italiana was celebrated at ILC with teachers, students and the Italian Consul who, as always, provided inspiration and valuable assistance.

In October we were also invited to participate in the Inter Com.it.Es. meeting, held in Adelaide, and we express our thanks and support for their ongoing interest in our activities. In particular, we thank the President of Com.it.Es. Queensland and Northern Territory, Rosie Vecchio, for her support.

At the staging of the 7th National Settimana Della Lingua conference organised by the Italian Embassy and held in Perth, the CEO and I attended, welcoming the opportunity to meet with representatives of other Co.As.It. entities to discuss our organisations' ongoing progress and issues of mutual importance.

Co.As.It. welcomed opportunities to participate in events organised by other Italian Associations throughout the year. We acknowledge and express our appreciation for the very generous donation made to

Co.As.It. by the Piemonteis Association of Qld.

As always, I acknowledge with gratitude the collaboration and support of our partners, vital in accomplishing united positive outcomes for our clients and community members.

I would like particularly to thank the following who have supported our activities: they include the Australian and Queensland State Governments; the Italian Embassy through the Ambassador, H.E. Paolo Crudele, the Italian Consulate for Queensland and Northern Territory through its Consul, Luna Angelini Marinucci; Com.It.Es; the Italian Chamber of Commerce and Industry; PHN Brisbane North; Catholic Education Offices in Brisbane, Cairns, and Townsville; and Education Queensland.

The Board recognises the outstanding ongoing performance of all our staff and our executive team. I am grateful for the continuing support of the whole Board.

Together, we are excited by the prospects of the future and have confidence that our vision and values will continue to guide us in the advancement of our programs.



OUR SERVICE CENTRES

With two administrative offices located in Brisbane and on the South Coast, we have been able to cover a wide geographical area, especially with our social activity centres.

As more people are opting to age in their own homes for extended periods, there is a growing need to ensure they have access to social interactions and inclusive activities, both on an individual and group basis. Our Social Activity Centres played a vital role in fulfilling this need, offering opportunities for individuals to connect with friends, engage in social activities, and provide much-needed respite for full-time caregivers.

Our network of five social activity centres, located in Acacia Ridge, Stafford Heights, Bracken Ridge, Cleveland, and the Gold Coast, continued to be a cornerstone of support for their respective communities. The rising prevalence of cognitive impairment among the elderly population underscored the importance of centre-based respite as a crucial support system for caregivers and families responsible for full-time care.

Within this framework, three of our centres across Brisbane offered specialized programs tailored for individuals living with cognitive impairment by incorporating activities that tapped into emotional and experiential memories, resulting in deep satisfaction and happiness in our clients.

CORPORATE OFFICE

473 Lutwyche Rd
LUTWYCHE



ITALIAN LANGUAGE CENTRE

473 Lutwyche Rd
LUTWYCHE



CASA AURELIA

76 Sussex Rd
ACACIA RIDGE



CASA SERENA

1 Lanchester Rd
STAFFORD HEIGHTS

AMICI HOUSE

269 Bracken Ridge Rd
BRACKEN RIDGE



CLEVELAND

Cleveland Baptist Church Hall
240 Bloomfield Rd,
CLEVELAND



GOLD COAST

Italo-Australian Club
18 Fairway Dve
CLEAR ISLAND WATERS

GOLD COAST OFFICE

34 Thomas Dve
CHEVRON ISLAND



Our centres were also distinguished for the wide range of social and recreational and supplementary activities they provided. These activities promoted a strong sense of community, encouraged networking and active community participation, none more so than our community hub, Amici House, located in Bracken Ridge.

Amici House served as both a community hub and a provider of valuable respite, resources, information, and socio-recreational activities.

Additionally, it catered to the broader needs of the community by offering various services, including allied health, physiotherapy, podiatry, senior exercise classes, technology courses, Latin dance activities, and art classes tailored for individuals with disabilities.

One notable feature of Amici House is its bustling community café, which has become a local favourite not only for its delicious meals and snacks but also as a central gathering place for the community.

An additional benefit of the social activity centres that clients

receiving care have the opportunity to expand their social circles with each visit.

The combination of physical and mental activities, along with social engagement, is effective in maintaining cognitive vitality and promoting inclusiveness.



Always with
PASSION

Embracing Humanity

“We make a living by what we get, but we make a life by what we give.” (Sir Winston Churchill)

A shout out to our staff

An essential element underpinning our ongoing success over the past year has been our exceptional staff. We deeply appreciate that our organization recognises that the core of providing top-notch care resides in the hands of our dedicated and skilled employees.

Our office personnel's unwavering commitment is evident as they start their days early and end them late in the evenings. Their dedication has been instrumental in enabling us to maintain our exemplary standards of service.

It's important to note that our care staff members go beyond being mere employees.

They serve as caregivers, companions, and friends to our clients. They are often the first point of contact in times of difficulty and the last to depart in moments of crisis.

Our organisation places a strong emphasis on fostering a culture of continuous learning and professional development, ensuring that our staff always stay at the forefront of industry best practices with the welfare of those they care for, their utmost priority.

We extend our heartfelt gratitude to our staff for exemplifying what it truly means to care for another person, and for their unwavering dedication to our mission.

Total hours of service

1,215,483

total clients

5,373

Private Clients

306

Total hours of service

3,745

303

Care staff

Commonwealth Home Support Program (CHSP)

Total Clients4,721

Total Service Hours523,546

Short Term Restorative Care (STRC)

Total Clients107

Total Service Hours2,759

Home Care Program (HCP)

Total clients1,027

Total Service Hours199,595

National Disability Insurance Scheme (NDIS)

Total Clients92

Total Service Hours26,793

Community & Individual Support Services (CISS)

Total Clients276

Total Service Hours3,756

Qld Community Support Scheme (QCSS)

Total Clients171

Total Service Hours6,315

Community Connections

Total Clients1,155

Total Service Hours186,071

Clinical Services incl. Allied Health

Total Clients2,168

Total Service Hours59,634

A year in REVIEW

In aged care, disability and community care services, in the past year Co.As.It. continued to stand as a shining example of an organisation that has not only grown but has also maintained its integrity, high quality services, and financial stability.

Founded over 45 years ago, we have been on a remarkable journey of evolution and continuous improvement, always placing the well-being of our clients and staff at the forefront, particularly those from a CALD (culturally and linguistically diverse) background.

We delivered services with the utmost honesty and financial transparency. Families entrusted their loved ones to us knowing that their dignity and well-being will always be upheld.

This unwavering commitment to integrity has been the driving force behind the organisation's growth, reputation and longevity.

As demand for nursing services and allied health services continued to rise, extra staff were recruited for the Nursing and the Allied Health teams.

Increased nursing services funding was approved by the Department of Health and Ageing as we identified many clients who would benefit from receiving nursing services at home, alleviating the backlog in hospitals and wait times for services.

We were allocated increased funding under the CISS - Neighbourhood Centre program recognising the valuable work undertaken by Neighbourhood Centres within their local communities.

The State Government announced 5 year agreements under the Neighbourhood Centre Program allowing many extra community members to access activities, support and referrals made through our Community Hub - Amici House.



The significant increases in home care packages (HCP) and increased client base in the Commonwealth Home Support Program (CHSP) were skilfully administrated by our dedicated Coordinators and Team Leaders who made concentrated efforts in ensuring that those most vulnerable would be able to access CHSP services even if Co.As.It. was at full funding capacity.

The Serious Incident Response Scheme (SIRS) for providers of aged care services to manage and take reasonable action to prevent incidents for older peoples' safety, health, and wellbeing was introduced in December 2022. This required an immediate update of our policies and procedures including training for relevant staff members involved in the reporting of these incidents.

In the past 12 months we have remained deeply rooted in our commitment to providing personalised care. Each client is treated as an individual, and their unique needs and preferences are carefully considered in crafting tailored care plans.

In a sector where trust is paramount, we continued to evolve, standing as a beacon of hope for families seeking compassionate, trustworthy, and world-class care for their loved ones in their golden years, for younger disabled family members, vulnerable members in our communities and individuals and families needing support in various stages of their lives.

This dedication to person-centred care has earned us a reputation as a trusted partner in the journey of aging, in enabling independence in those living with a disability and empowering others in our community to stretch towards their goals.



Staff shortage

We faced ongoing shortages of care staff and concentrated on recruiting and worked closely with training organisations and SkillsHub to increase the numbers of care staff.

Schads Awards Changes

The change to the SCHADS Award for minimum 2 hour shifts for our direct care workers was a difficult transition for some clients to accept and required intense information dissemination.

Fair Work Commission

Fair Work Commission ordered of an increase of 15% in wages for aged care direct staff including nurses, AINs, personal and home care workers.

This decision required astute financial management and planning to be able to institute these pay rises in July 2023.

A further increase of 5.25% placed considerable pressure on our financial resources and budgets, despite us welcoming the improvements to systemic underpayments in our industry.

In the past year, Co.As.It.'s division ILC (Italian Language Centre) made significant contributions to the field of education.

For many decades, the organisation has played a pivotal role in promoting Italian language and culture. This year, ILC provided training workshops, curriculum resources, liaison and support to teachers of Italian who taught over 28,500 students Queensland wide - thanks to continued collaboration with Education Queensland, Catholic Education Offices in Brisbane, Cairns and Townsville as well as welcomed funding from the Italian Government.

This unique initiative embraces Co.As.It.'s belief that education remains the gateway to cultural understanding and appreciation, recognising the importance of preserving and sharing the rich cultural heritage of Italy, especially within the Australian community.

The Italian language classes organised through ILC have not only taught students the intricacies of the Italian language, but have also delved into the vibrant tapestry of Italian culture, history, and traditions.

Moreover, the classes have become a bridge between generations and made social connections within non-Italian communities, broadening learning as well as cultural dissemination within the general community.

It is an organisation that truly embodies the values of service and cultural enrichment, leaving a lasting legacy that extends far beyond its daily activities.

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

This program is best suited for people in our community who do not require extensive support services to remain living at home independently.

At nearly 90 years old, I consider myself a blessed customer of Co.As.It. The service quality is the source of my happiness...

My wonderful worker is a true lifesaver. The thoroughness of the cleaning service provided allows me to relax and enjoy my days without worry. Co.As.It. has been an outstanding service provider, making my life remarkably easy.” (Kathleen)

The Commonwealth Home Support Program (CHSP) represents the preeminent program within the framework of Co.As.It. Community Services, constituting approximately 63% of our entire client base.

Due to Government announcements that the new Support at Home program would not be ready to commence in July 2024, the CHSP grant extension to June 2025 was greatly welcomed.

However, this meant that the RAS contracts with PHN Brisbane North and Aspire 4 Life would require an extension to meet the increased numbers of assessments requiring access to CHSP services.

As an introductory program, CHSP often acts as the initial point of contact for many clients with My Aged Care and aged care providers, marking their initial interaction with aged care services.

This placed a significant responsibility on our CHSP team, as a considerable number of our new clients conveyed their confusion and frustration with the system and its bureaucratic complexities.

Notably limited accessibility of CHSP services in the sector saw many elderly members struggling for support after being placed on waiting lists.

Co.As.It. continued to review those on waiting lists and in every situation, attempted to allocate some services even though our CHSP program was at funding capacity.

The CHSP team was dedicated in supporting these individuals by attentively addressing their inquiries, patiently providing them with information and answers, and offering guidance to ensure that these new clients could confidently navigate the system and participate in the CHSP program as informed and empowered individuals.

Between July 2022 and June 2023, our CHSP team successfully facilitated the placement of 1,039 new CHSP services.

This accomplishment is particularly noteworthy in light of the national shortage of support workers, which compelled many providers to close their doors to prospective CHSP clients seeking service providers.



Meet GLADYS

Gladys has been with Co.As.It. since 2019, receiving in-home domestic assistance. An annual review conducted following concerns by her care worker, showed that Gladys would greatly benefit from enhanced support.

With her consent, we orchestrated the implementation of additional services and advocated for her evaluation for a Home Care Package.

Living alone, Gladys grappled with short-term memory loss and managing her medications had become an confusing task. Regrettably, due to the involvement of multiple service providers, Gladys became even more baffled about her services.

Her predicament worsened when a provider discharged her, leaving her without shopping assistance. There were numerous visits and extensive correspondence with My Aged Care

to secure the appropriate care that Gladys now needed.

Our comprehensive services included shopping assistance, medication management, cleaning, and social engagement all of which have made significant improvements in Gladys' overall well-being.

She is particularly delighted to be attending our weekly social group which she now faithfully attends every Monday.

Notably quick-witted, Gladys swiftly forged new friendships and the benefits of socialization have been remarkable for her.

We take great satisfaction in the elevation of Gladys' Home Care Package to a high-priority status which happily enabled her to gain access to the extensive in-home care support she requires.

Preparation for the Support at Home Program

As their needs changed, a substantial portion of our CHSP clients transitioned from the Commonwealth Home Support Program (CHSP) to the Home Care Package Program (HCP). In order to ensure a seamless transition for our clients, the Coordinators from both programs collaborated closely, often forming personalised relationships with clients to better understand their needs.

This collaborative approach enables us to anticipate forthcoming changes within the aged care sector, including the amalgamation of CHSP, HCP, and Short Term Restorative Care services into a comprehensive program known as the 'Support at Home Program.'

Although the SCHADS Award changes securing a 2 hour shift for every service delivered have been beneficial for support workers serving aged care clients, the changes also had implications in the way In-home services were to be provided to our clients in the future.

In mid-2022, our Coordinators reached out to over 800 affected CHSP clients to discuss the subsequent adjustments to their service schedules. The transition to accommodate the 2 hour shift including broken shifts was not without challenges for both clients and our organisation.

Nevertheless, our team successfully maintained trust and positive relationships with the majority of clients who accepted the changes.

In the past 12 months our services have been at capacity with many clients needing assistance in navigating the processes for the provision of Occupational Therapy services. This area has posed numerous challenges.

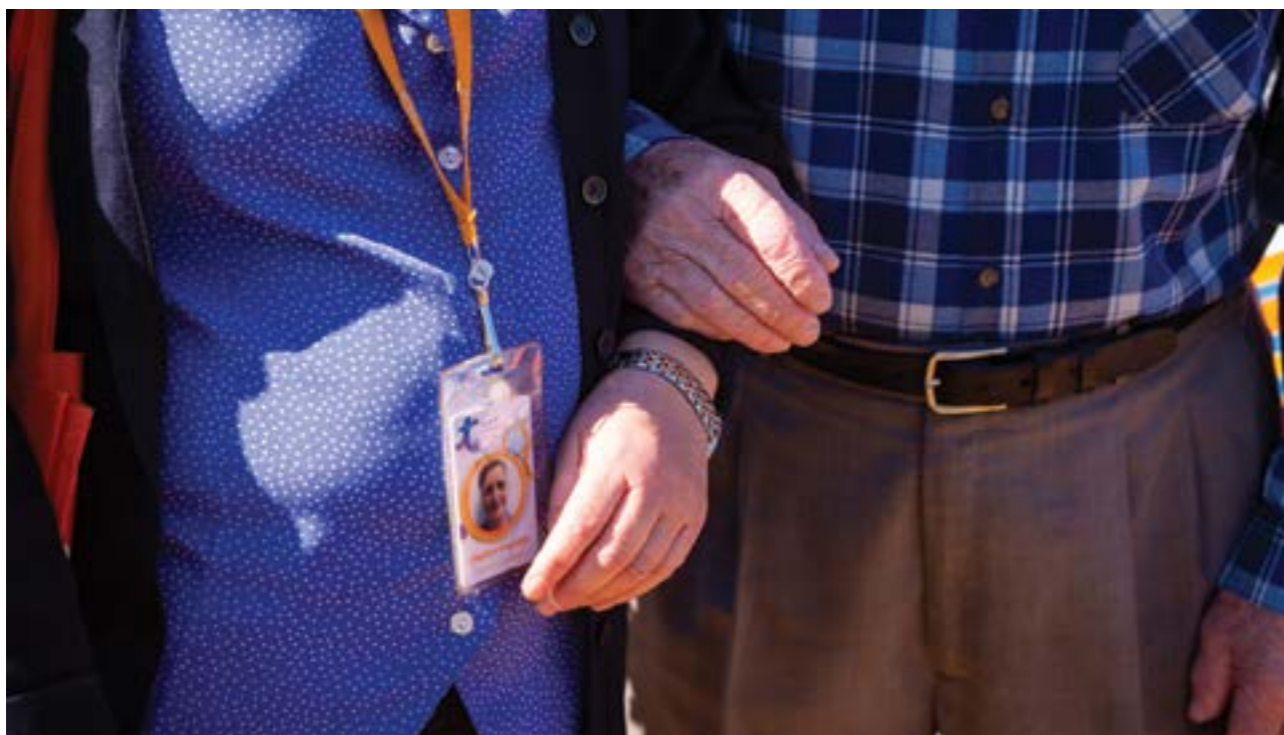
Frequently, RAS Assessors have declined client requests for goods equipment, assisted technology, or home modifications, causing anger, frustration and dismay.

Clients mistakenly believed that engaging an Occupational Therapist to assess their needs would suffice for the installation of safety rails or the acquisition of a personal alarm. The ensuing disillusionment demanded that we offered extended support and education to clients, often necessitating additional visits to help them reestablish contact with My Aged Care, obtain referral codes, or locate a suitable provider for home modifications.

The complexity of the CHSP often left clients bewildered, necessitating the investment of extra time to foster trust and provide valuable guidance. In the end, our mission remained rooted in mutual assistance and collaboration.

Feedback from our clients continued to ensure that we fulfilled their expectations and supported them in acquiring necessary aids and modifications.

We were delighted to receive numerous compliments from many people we supported in the past year.



HOME CARE PROGRAM (HCP)

Support services for clients with more complex needs.

The HCP program saw a 12.3% increase in packages over the past year. Short term restorative package (STRC) referrals saw many clients moved into HCP or CHSP following their 8 week program under STRC.

Our South Coast Coordinators seamlessly integrated our services and presence within the valuable Seniors Round Table (SRT) initiative on the Gold Coast. Held on a monthly basis, this initiative convenes hundreds of providers within the aged care industry.

These meetings facilitated a confluence of minds to deliberate issues, disseminate

knowledge, establish meaningful liaisons with fellow industry stakeholders and foster enduring strong connections between clients, providers and the local community.

The meetings have empowered our team to cultivate longterm relationships with other stakeholders, enabling us to deliver the most exceptional services to our clients.

These services included meal delivery, allied health, technological innovations, as well as the generation of valuable synergy assisting people to access the multifaceted landscape of community events in the local region.

Welcome home, Finella!

Finella, an enchanting octogenarian of 81, has graced the registers of the Co.As.It. South Coast team for a span of four years. During this time, she relished the comforts of her own home, bolstered by our unwavering commitment to preserving her well-being and providing dedicated care.

In the early months of 2023, with the support of her devoted family, Finella made a momentous decision: the transition to full-time residential care, a move she perceived as a natural progression in her life journey.

The tranquil environs of the charming Tallebudgera Village became her new haven, where she forged new friendships and engaged in many activities.

Yet, within this seemingly ideal setting an intangible void lingered; for it was not her home. "Home" was the presence of her beloved husband and the sanctuary they had lovingly crafted together that she yearned for.

Enduring the situation for approximately half a year, her longing grew more poignant with each passing day.

Feeling vulnerable and helpless, Finella chose to reach out to Co.As.It. for guidance,

recognising that in times of need, our organization had consistently been a pillar of support. Through concerted efforts of our Team leader and facilitating open lines of communication with her family and My Aged Care, we deftly set in motion the reassignment of Finella's Home Care Package which had ceased on her entry into aged care.

This process unfolded over the course of several weeks, punctuated by meticulous assessments and deliberative meetings.

Eventually, the momentous day arrived when Finella was reunited with the cherished home she had sorely missed. We augmented her newfound journey with in-home support, ensuring her ability to relish the comforts of her home for as long as her heart desired.

This new transition stands as a testament to the remarkable accomplishments that Co.As.It. staff can orchestrate for their cherished clients.

It is also a poignant reminder of the profound impact our services have on our beloved community and the remarkable transformations we can facilitate to meet one individual's deepest desires. We were delighted to say "Welcome home, Finella!"

CLINICAL SERVICES

POWERING AHEAD

The Co.As.It. clinical service has experienced a remarkable transformation over the past 12 months, and overall, reflecting a staggering growth rate of approximately 350% over the past five years.

By the end of June 2023 the clinical team comprised of 2 Registered nurses and an Enrolled nurse based at the South Coast office, 12 Registered nurses and 4 Enrolled nurses in the Brisbane area, as well as two administrative support staff.

This remarkable expansion has brought forth a multitude of challenges in effectively managing the service while concurrently addressing the diverse needs of both clients and staff.

With clients opting to live and remain in their homes for more extended periods, there was a significant upsurge in requests for clinical risk assessments over the past 12 months.

These assessments aimed to evaluate the client's ability to safely receive in-home nursing support. Often, this was not always possible.

In the past 12 months we experienced an increase in family conferences involving clients and carers. Subsequent to these conferences, clients typically made one of two choices: some decided that it was time to transition to permanent residential care, while others opted for the path of 'dignity with risk.'

The latter option was presented only after the clinical team conducted thorough discussions regarding the nature of the risk and potential outcomes with the client and their carers.

Importantly, some clients accepted risks that pertained to themselves and not to any third party, so with Co.As.It. support and formalisation of the risk assessment process, we have been able to bolster those wishing to remain in their domicile and independent for as long as possible.



Meet BARBARA

Barbara is an 85-year-old lady who resides independently on Brisbane's Southside.

Two surviving children actively supported Barbara but their competing responsibilities constrained the extent of assistance they could provide.

Barbara has a level 4 Home Care Package with the dementia supplement and relies on daily nursing services, necessitating vigilant package fund management by her Coordinator.

Following several incident reports, the CNL and the Client Coordinator convened a family conference involving Barbara and her two children to address this issue.

During discussions about the associated risks, Barbara's family expressed their preference for all essential medications be administered in the morning by our nurse.

The family weighed the potential risk to Barbara's mental health if she were to move to residential care, a risk they considered



Barbara's daily nursing service primarily focused on medication management with the attending nurse administering all her medications in the morning while arranging her evening medications separately for Barbara to take later.

Recently, the Clinical Nurse Leader (CNL) began receiving incident reports indicating Barbara was having occasional lapses in taking her evening medication.

greater than the sporadic missed evening medication.

Consequently, a comprehensive risk assessment was conducted, outlining the associated risks for Barbara, and the family chose to accept this calculated risk.

Barbara continues to reside in her home, receiving steadfast support from Co.As.It. and everyone is content with the outcome.

SHORT TERM RESTORATIVE CARE (STRC)

The STRC program aims to reverse and/or slow 'functional decline' in older people and improve wellbeing through the delivery of a time-limited goal-orientated, multi-disciplinary and coordinated range of services for, and approved by the clients.

The program had its one-year anniversary in March. We have had over 100 consumers participate in the program with nearly 60% of clients participating in the program, continuing with Co.As.It. under either the CHSP or HCP funding.

Due to the nature of the program, the majority of referrals are made to Allied Health professionals.

Over the year, STRC made more than 350 referrals, with 61% directed to the Allied Health services (occupational therapy, physiotherapy, and podiatry), and 27% referring to other allied health services not currently offered by Co.As.It.

A large percentage of clients' main goals is to improve their strength and balance, hence the large number of referrals to physiotherapy.

At the completion of the program the majority of clients stated that they were feeling more confident in their mobility due to increased leg strength and better balance.

With regular updates and reports by the team we are able to support the clients to achieve their desired goals.

John's case shows how the STRC program takes a multidisciplinary approach to the coordinated care of our clients.



Meet **JOHN**

**STRC
REFERRALS
TO ALLIED
HEALTH**

350

**Occupational
Therapy
Physiotherapy
Podiatry**

61%

**Referrals to
other allied
health**

27%

John, a 73-year-old gentleman referred to the (STRC) program, resides with his wife Lyn, and presents a complex medical profile including emphysema, diabetes, unexplained vertigo, significant osteoarthritis, bilateral shoulder bursitis, and a recent diagnosis of dementia.

Following the initial assessment, John was referred to an Occupational Therapist (OT), physiotherapy, remedial massage, podiatry, and a dementia care nurse. Additionally, he received domestic assistance during the program.

One of our physiotherapists provided John with weekly physiotherapy sessions and a customised home exercise program, recommending heat packs for pain management, particularly for John's shoulders, and a more suitable single-point cane.

At the program's conclusion, John reported no right shoulder pain, minimal discomfort in his left shoulder, and a commitment to continuing the home exercise regimen.

Our podiatrist delivered podiatry treatment and educated John on ongoing foot care, emphasising the importance of diabetes management whilst John also received weekly remedial massage treatments that significantly improved his overall well-being.

Several recommendations to enhance John's home safety and boost his independence and confidence in various activities were devised by our Occupational Therapist (OT).

These recommendations included the provision of a falls alarm, a bed grab bar, grab rails, and a raised toilet seat to facilitate transfers. A shower stool and a lightweight, attendant-propelled wheelchair were also provided. The wheelchair notably enabled John and Lyn to safely access the community, positively impacting their mental health.

Lastly, the dementia care nurse implemented various measures, including providing a 'Companion Cat' to alleviate anxiety related to John's dementia diagnosis and noise-cancelling headphones to reduce sensory overload from environmental noise.

His multi-disciplinary team, guided by the Care Coordinator, worked cohesively to significantly enhance John's overall mobility, home safety, and independence, while also making positive contributions to his mental well-being.

ALLIED HEALTH

“We DO REMARKABLE STUFF ALL THE TIME!”

Over the past year, our in-house allied health team has undergone a necessary expansion.

The team now comprises five Occupational Therapists with support from a part-time Assistant, nine Physiotherapists with a Physiotherapy Assistant, three Podiatrists, and a full-time Allied Health Support position.

Notably, in May, we welcomed our first in-house allied health clinician at the South Coast office, a fulltime Physiotherapist.

The central and continuous focus of our allied health team remains the provision of personalised, in-home, one-on-one support to clients under the Commonwealth Home Support Program (CHSP), Home Care Package (HCP), and the Short-Term Restorative Care (STRC) programs.

Despite an increasing workload, each team member consistently delivers professional and compassionate care with unwavering dedication and a positive demeanor.

In addition to in-home support, the team engaged in various activities throughout the year.

Our Physiotherapists participated in seven annual Manual Handling refresher sessions, essential for both our staff and Community Care Workers (CCWs) who receive this training biennially.

These sessions consistently receive positive feedback and are a vital component of ongoing education, ensuring the safety of both clients and care staff.

Our Physiotherapy and Podiatry clinics at Amici House continued to see high attendance, and we introduced the additional

treatment modality of dry needling at this location.

Furthermore, hydrotherapy services commenced with a specialised physiotherapist.

This now enables clients to access this service at Amici House rather than depending on external providers.

It is important to note that the Stay Active program was initiated over three years ago with the support of a one-year grant.

Following the grant acquittal, these classes, conducted by experienced physiotherapists were fully subsidised by Co.As.It. through various fundraising efforts.

This year a nominal charge was introduced for the Stay Active classes, which have been successfully running eight times a week. While initial concerns arose regarding this fee, it was generally well-received.



FEEDBACK FROM OUR CLIENTS WHO ATTENDED AMICI HOUSE FOR TREATMENT

GRAHAM

Graham experiences chronic back pain and sciatica. Following a fall in 2020, Graham's mobility and balance were significantly impacted.

Graham undertook physiotherapy at Amici House, and now has no sciatic pain and his back pain has significantly reduced.

Graham continues to attend our Physiotherapy clinic at Amici House for on-going therapy.

RON

When Ron was a teenager, he fell from a roof sustaining a crush fracture to his thoracic spine. Several years later, while playing competitive rugby league, Ron fractured a vertebrae in his neck. As a result, Ron experiences back pain which he manages with Physiotherapy treatments.

After his sessions, Ron regularly enjoys having a coffee at the Café, within the warm and friendly social setting of Amici House.

GAIL

Gail receives Physiotherapy treatment at Amici House for her neck and back pain.

Gail has said that she always feels comfortable discussing any questions regarding her treatment and care.

The best part is that Gail enjoys socialising with others at Amici House, and has recently decided to start doing Latin dance classes there.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

In the past 12 months, our commitment to enhancing the quality of life for our NDIS participants was richly rewarded.

We underwent a midterm Audit achieving exemplary results in three critical areas of assessment, denoted as "best practices" by the auditors.

Most notably, the audit underscored an important organizational strength: the capacity to actively listen and respond to needs in a successful manner.

The auditors commended on the success of our NDIS art classes at Amici House, conceived in direct

response to feedback from its participants.

Identified by the auditors as optimally meeting the needs of a specific demographic of young individuals with disabilities, the program is now poised for expansion to additional locations.

Following this amazing and commendable valuation, the report also acknowledged the manifestation of best practices in risk management for all of our stakeholders.

The Auditors emphasised that best practices are epitomised through innovative and responsive

service delivery, upheld by our relentless commitment to enhancing systems, processes, and associated outcomes.

In the past year, our NDIS team encountered numerous challenges and navigated these trying circumstances to maintain the elevated level of care that our clients rightfully anticipate and deserve.

In light of the positive assessment, our team takes pride in the results achieved and eagerly anticipates the continued endorsement of best practices, thereby ensuring the best possible quality of life for our clients.

Brett's Can Do Attitude

Brett (34) is an a fast and efficient worker at eWaste Connection. Responsible for dismantling NBN antennas and giving the pieces a new life,

Brett is proud of his agility and skills with the drill.

In fact, it all started as an unpretentious volunteer job, but his outstanding performance landed him a part-time position.

He can disassemble an entire box antenna in less than two minutes, making Brett one of the fastest among the staff.

"I take these screws apart and recycle them in different bins.

I'm really fast at what I do," he says.

We have been supporting Brett since the beginning of his journey at eWaste.

A Community Care Worker assists him at the workplace - both perform as a well-organised team dismantling the pieces.

My worker helps me with the smaller screws while I use three different screwdrivers for the bigger ones," says Brett.

At eWaste, he is part of an organisation established to help people with a disability - staff members have a place to gain

skills, gain a sense of achievement and contribute to helping the environment by recycling electronic waste.

His Coordinator celebrates how Brett's life has changed for the better.

"It was a significant change getting him ready at the beginning. Brett didn't want to pack his lunch, grab medications nor attend to his grooming needs.

Then, we started to get him into a working routine where he learned the value of getting ready for work. It was a whole transformation, one that I am very proud to witness," she says.

COMMUNITY SERVICES

QUEENSLAND COMMUNITY SUPPORT SCHEME (QCSS)

The Queensland Community Support Scheme (QCSS) was designed to aid individuals with functional impairments resulting from disabilities, chronic illnesses, or mental health conditions, who were under 65 years of age and not eligible for the NDIS.

QCSS aimed to offer support for independent living with a strong emphasis on a person-centred, capacity-building approach. It is to note that Co.As.It. was successful in acquiring this funding due to the Consortium model of services to the CALD community.

This program was executed in partnership under a Consortium model with GOC (Greek Orthodox Care) and the Islamic Women's Association of Australia Inc. (IWAA), both of which are culturally and linguistically diverse (CALD) service providers. This ensured that services were culturally and linguistically appropriate for the clients.

In collaboration with the clients, services were tailored on short-term re-ablement strategies, in-home support and community connections that met the unique cultural and linguistic needs of each individual enrolled in the program.

One of the strengths of this program was the multi-disciplinary team approach with goals to establish broader community connections for any additional support services that might be required.

This program underwent an external review shedding light on the substantial demand for QCSS services within the community.

This evaluation unequivocally demonstrated the program's dedication to fostering

independence and facilitating active participation among Queensland residents in their respective communities.

It also underscored the imperative of sharpening the program's focus on both direct care activities and services aimed at reducing social isolation and enhancing community integration. Consequently, we restructured our service opportunities into two service categories:

- * Direct Care and Support - designed to empower service users in maintaining independence and active community engagement
- * Community Connections - designed to bolster service users' capacity to access appropriate, long-term support resources.

Co.As.It. remains steadfast in its commitment to addressing the needs of CALD clients, either by facilitating the allocation of community support staff proficient in their respective language or by connecting them with social groups that resonate with their cultural backgrounds.

However, it is imperative to acknowledge ongoing challenges within the program, such as the limited availability of suitable qualified community support staff and funding parameters which curtail the program's capacity to meet client needs and increase access to QCSS services.

Meet HAMDI

In August 2022, Hamdi was referred to Co.As.It.'s QCSS program, specifically for Community Connection Supports.

Hamdi's predicament was characterized by social isolation owing to her mobility impairment and language barriers. Restricted mobility hindered her ability to access public transport safely, and her non-English-speaking background impeded her engagement with the local community. In other words, she was isolated and very lonely.

The implementation of QCSS Community Connection Supports has afforded Hamdi the opportunity to join in community outings, facilitated by her community support worker. Her worker's valuable assistance ensures that Hamdi safely attends activities every Wednesday morning.

Hamdi is accompanied to her local leisure center, where she can indulge in swimming, an activity that she loves. Swimming not only aligns with Hamdi's preferences but also aligns with her low-impact health and mobility needs.

With the unwavering support of her support worker, Hamdi is progressively gaining confidence in her ability to engage safely with the community. Her increased participation in community activities has positively impacted her overall well-being, serving as a testament to the capacity-building approach that forms the foundation of the QCSS program.

Hamdi's resilience and progress are commendable, and we are thrilled to be able to encourage and support her in continuing these activities.

C COMMUNITY VISITORS SCHEME

“A good friend is a connection to life - a tie to the past, a road to the future, the key to sanity in a totally insane world.”
(Lois Wyse)

Our funding application for the new Aged Care Volunteer Visitors Scheme (ACVVS), which superseded the existing Community Visitors Scheme (CVS), was lodged in November 2022 and we received approval of continued funding in March 2023 under the new program.

The trend for increased social connection and support for older, vulnerable people continued to be of high priority in the past year.

Many elderly individuals found themselves living in isolation, whether in aged care homes or in their own homes and loneliness for those from a culturally and linguistically diverse (CALD) background is often more profound.

Recognising the profound impact of loneliness on physical and mental health, volunteer friendship and visiting programs to

foster connections between older adults and compassionate volunteers remained vital.

The CVS program not only benefitted the elderly but also provided volunteers with deeply rewarding and enriching experiences.

From July 2022 to June 2023, the CVS program continued to provide a lifeline to those in need of companionship and emotional support through its 50 volunteers.

The program not only helped alleviate loneliness and improved the mental and physical health of the elderly but also offered volunteers a unique opportunity for personal growth, fulfilment, and skill development.

This program will remain crucial for fostering social connections and enhancing the well-being of older adults while creating stronger, more compassionate communities.



Meet PAUL AND DANIEL

The inherent synergy between Paul former aircraft engineer at the venerable age of 82, and Daniel a youthful Airbus pilot aged 29, is a joy to see.

The dynamic interplay of individuals engaged in the mutual admiration realms of aeronautics coalesced in the collaborative endeavour of constructing a grandiose model aircraft, meticulously crafted from plastic components.

During interludes on the ground between Daniel's piloting duties, he cherishes his visits to Paul, where their collaborative project, the meticulous assembly of a 787-plane model, continues to serve as the linchpin fortifying their deepening camaraderie.

This shared interest not only cements their friendship but also serves as a cognitive stimulant for Paul, rekindling the embers of his cherished memories.

Amid their meticulous work, they engage in contemplative conversations about their life experiences, further enriching the tapestry of their bond.

Noteworthy is Daniel's exemplary patience, as he observes Paul's methodical assembly process, even when it requires an assiduous half-hour to complete the intricate task of affixing the wings.

Every manoeuvre appears meticulously orchestrated, underscoring the gravity of attention paid to detail. In self-effacing fashion, Daniel acknowledges Paul's mastery in this endeavour, confessing to repeated perusals of the assembly instructions to navigate this unfamiliar terrain.

Riza, Paul's spouse, attests to the profound enjoyment Paul derives from these encounters with Daniel, recounting how he emerges mentally invigorated and perhaps a little fatigued.



CIAO PROGRAM

For nearly eight years, the CIAO program has played a crucial role in facilitating the transition of Italian individuals from the comfort of their homes to aged care residential facilities.

Often, one's home is regarded as a sanctuary, and the shift to an aged care facility introduces them to a milieu of diverse cultures, cuisines, and recreational pastimes that may be unfamiliar.

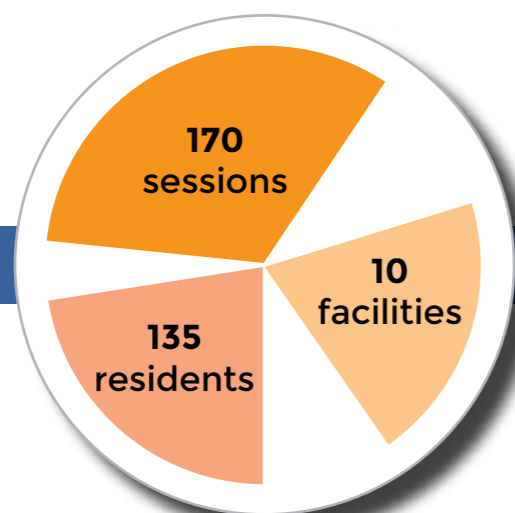
This alteration in environment sometimes results in Italian residents abstaining from social engagements within the facility due to linguistic and cultural differences.

To address this, our bilingual activity officers are dedicated in designing appropriate activities encouraging hesitant residents to partake in activities by infusing an "Italian essence" into the facility's social and diversional activities.

Planned discussions, games and tasks like cooking are conducted in the Italian language with an Italian-themed context and lots of light-hearted humour.

Several new aged care facilities recognised the value of activities that resonated with the cultural and linguistic background of their residents and the program, which is self-funded with assistance from Co.As.It., has been expanding steadily.

Operated within the Brisbane metropolitan area, in the 2022/23 year we implemented 170 sessions in 10 aged care homes benefitting more than 135 residents.



Some of the things residents enjoyed:

The program offers bilingual facilitators fluent in Italian and English.

Culturally and linguistically significant activities are delivered in Italian.

Cultural and age appropriate activities are created according to resident needs.

Celebrating culturally significant Italian events e.g. 'Italian National Day.

Family participation is welcomed.

Cooking Italian meals together

Playing Italian card games or playing Italian bingo (Tombola)

Competing in 10 pin bowls (Bocce)

Celebrating regions and traditions e.g. regional costumes activity

Sharing photo book activities

Hand-eye coordination exercises

Activities that reflect cultural celebrations e.g. mask making for "Carnevale"



COMMUNITY AND INDIVIDUAL SUPPORT SERVICES (CISS)



Girotondo Playgroup

Run in collaboration with ILC, this program has proven to be instrumental in nurturing children's self-assurance, eliciting enthusiastic endorsements from parents and grandparents who consider it a cherished cultural activity. They have emphasized its profoundly positive influence on their children. Feedback from parents and grandparents included remarks such as: "I hold it in high regard," "My son consistently sings the songs," "It's the highlight of her week," "An exceptionally delightful experience," and "I wish it were more frequent."



Nourishing the Soul

This program enjoys close collaboration with our Mind Wellness Team who create educational sessions on self-care, mental health, and personal growth. It has provided a safe and supportive space for personal growth and fostering social connections. The women attendees openly conveyed their appreciation for the program, emphasizing how it had not only fostered stronger bonds with fellow women but also significantly enhanced their self-esteem, general well-being, and self-value.



Stay Active

The "Stay Active" program places a central focus on enhancing the physical and mental well-being of older Australians, underlining the significance of routine physical activity, strength training, balance maintenance, and the establishment of meaningful social connections. In 2022/2023 more than 165 participants enjoyed the program's specifically designed movements for seniors.



Technology Classes

Co.As.It. has been at the forefront of narrowing the digital divide by offering technology classes, endowing participants with fundamental tech knowledge, online safety awareness, and the ability to connect with the digital world.



Counselling

A cadre of qualified counsellors extends invaluable, confidential support and guidance on a spectrum of issues, including substance abuse, familial crises, and mental health concerns.



Yoga

Yoga classes have made a tangible, positive impact on participants' moods and mental well-being, integrating relaxation techniques, coordination exercises, and controlled breathing routines to promote holistic well-being, relaxation and reduction in anxiety.



Christmas Hampers 2022

Spreading joy in our community, during the holiday season, Co.As.It. distributed 100 Christmas hampers containing traditional Italian and Australian treats to those in need.



Latin Dancing Classes

The Latin Dancing Classes have delivered both physical and mental advantages to participants, encompassing enhanced cardiovascular well-being, stress reduction, and heightened self-esteem. This program has successfully fostered social bonds and a sense of unity among its 55 members.



Art Exhibition

Amici House served as a vibrant centre for creativity and festive merriment where we proudly showcased the remarkable artistic talents of our NDIS participants in a colourful art exhibition in December 2022. Featured in the Courier-Mail, the exhibit showcased artworks skilfully crafted by participants from the NDIS program and other community members who shared a deep passion for the world of art. Just in time for the festive holiday season, the event attracted a substantial crowd, with hundreds of guests coming together to admire the creative talent on display.



Harmony Day 2023

Harmony Day lunch in March 2023 highlighted the profound cultural diversity present within our community and our own offices. With staff speaking 52 different languages, this event served as a delightful occasion for all to come together, savour international cuisine, and proudly share their unique cultural heritages.

MIND WELLNESS PROGRAM

Making a Difference

Comprising a dedicated group of four bilingual professionals, our team has been instrumental in delivering a range of psychological, emotional, and practical support services to our diverse clientele during the past year.

They faced a number of challenges but also many accomplishments.

Our bilingual counsellor continued to provide tailored counselling and dementia support, catering to the unique needs of our clients through personalised therapeutic approaches.

Another team member employed holistic and multidisciplinary methods that have

consistently yielded solution-focused outcomes, contributing to the overall well-being of our clients.

In the role of Community Support Officer, our team member has been instrumental in connecting clients from culturally and linguistically diverse backgrounds to services tailored to their specific needs.

Our registered nurse has been offering dementia support through a clinical and empathetic lens, making a significant impact on the lives of cognitively impaired clients and their caregivers.

The program has not been without its unique challenges.

The long-term repercussions of the pandemic presented additional challenges, such as higher numbers of clients experiencing heightened anxiety, social isolation, phobias, as well as traumatic events, leading to a surge in referrals.

Our team has worked diligently to address these issues through strong collaboration with other teams in Co.As.It. as well as other specialists.

It's **ALL ABOUT FINDING The CALM IN THE CHAOS."**

(DONNA KARAN)

The 'Nourishing the Soul Program' has empowered older women through monthly self-care and reflection sessions, addressing topics such as depression, the aging process, grief and loss, and end-of-life concerns with positive outcomes.

Our counselling services have significantly improved the well-being and mental health of all clients, reducing social isolation, anxiety-related symptoms, and caregiver fatigue, while enhancing connections with external services.

Looking ahead, the Mind Wellness Team remains dedicated to delivering effective and holistic support to our clients and care staff.



COMMUNITY EVENTS AND CONNECTIONS



INTERNATIONAL WOMENS' DAY

The Greek Club was decked out in the bright colours of the Mediterranean when Co.As.It. brought together an excited community of 300 people in a memorable event in March to celebrate International Women's Day 2023.

Under the theme 'Embrace Equity' VIPs, guests, and staff honoured the significant contributions of women in the community services industry. During the five-hour celebration filled with entertainment, networking, and friendship, the event featured a sumptuous brunch and a fashion parade. Raffle tickets sold quickly, with proceeds benefiting Co.As.It.'s Dementia Support and Mind Wellness Programs.



SENIORS WEEK Euro Concerts

Co.As.It. hosted two Euro-concerts, one in Brisbane and the other on the Gold Coast, where participants enjoyed European live music, tango dance performances, gourmet lunches and valuable information about Co.As.It. services.

Euro Concert Gold Coast was granted funding from COTA (Council on the Ageing) and the Gold Coast City Council. Euro Concert Brisbane was granted funding from COTA and the Queensland Government.



INTERGENERATIONAL EXCHANGE

Many times our social activity groups get together with the younger generation through kindergarten or school visits, and one such event in May 2023 had our clients attend as VIP guests of Italian students from Coombabah State High School.

The purpose was to bring together older Italian migrants with Year 10/11 students who were studying Italian. The students had the opportunity to interview the guests for a research project into their migration experiences.



OTHER COMMUNITY LINKAGES

Throughout the year Co.As.It. continued to participate in community events organised by various Italian organisations e.g. the Piemonteis Association of QLD Inc; Associazione Nazionale Alpini Brisbane; Campania Association of Qld & NT Inc, Fogolar

Furlan Inc. as well as Com.it.es. Queensland and Northern Territory. Maintaining these linkages with the wider CALD community is integral to preserving our historical and cultural origins, especially for younger CALD generations.

SOCIAL OUTINGS

An integral component of Co.As.It's CHSP programs in Brisbane and the South Coast is the enhancement of social connectivity.

These outings take place monthly for people without mobility or cognitive problems.

Held in Brisbane North, Brisbane South, and the Gold Coast, the outings created new

experiences, helped establish new friendships, promoted networking and generated a sense of belonging to a larger community.

Often these new friendships evolved into long-term support networks among participants.



ITALIAN LANGUAGE CENTRE



HOW ILC OPERATES

The Italian Language Centre (ILC) is a division of Co.As.It. Community Services. ILC's mission is to be the focal point in Queensland for the teaching and learning of Italian language and culture.

Collaboration with other international educational bodies maintains currency and relevance to our student programs and in August 2022, under the Department of Education's Global Opportunity Program, we hosted the renewal of the network agreement between Fri.Sa.Li and the Department of Education. Nine schools in Queensland are currently international network members.

ILC has a very focused mission which evolves around the following framework:

- Supporting Italian language programs in Queensland.
- Implementation of professional development/language upskilling and proficiency opportunities for teachers of Italian in schools across Queensland.

These professional development sessions are held in partnership with Brisbane Catholic

Education (BCE) and Townsville Catholic Education (TCE).

ILC's operations are made possible through funding provided by MAECI (Ministero Affari Esteri e della Cooperazione Internazionale) through the Italian Embassy in Canberra and the Italian Consulate in Brisbane.

Successful funding applications are based on the number of school students studying Italian, as well as the total number of hours Italian is taught weekly across the state.

In the past year approved funding was channelled into employing two Language Program Liaison Officers to support teachers with curriculum and two Language Resource Officers to support students in class.

The Italian Embassy in Canberra organised a teachers' conference in Perth attended by Co.As.It. President, CEO, and ILC representative and in March 2023 we were delighted to welcome the new Director of Culture and Education at the Italian Embassy.

ITALIAN LANGUAGE CENTRE

STUDITALIA PRIZE 2022

The prize rewards excellence in Italian achieved by year 12 students. ILC served again on the selection panel which followed a rigorous selection process to choose the 2022 winners.

The Award ceremony in October was opened by Ms Jacinta Webb, Director Global Engagement Unit DEi who then called Minister Grace Grace, Minister for Education, to deliver the welcome.

Consul of Italy Luna Angelini Marinucci also addressed the audience and congratulated

Co.As.It. Community Services provides sponsorship for this annual event organised by the Qld Department of Education (DoE) under the patronage of the Italian Consulate in Brisbane.

the 7 winners, who received a prize of an all-expenses paid 1-month trip to Italy.

Two runners-up received the inaugural 'Settimana della Lingua Consular Award' comprised of an all-expenses paid, week-long Italian immersion experience in Melbourne.

Winners visited significant places commemorating Italian migration, such as the Immigration Museum, the Museo Italiano at Co.As.It. Melbourne, and the Istituto Italiano di Cultura.



ITALIAN SPEAKING COMPETITION 2022

The 7th Italian Speaking Competition accepted video-clip entries and was open to students in Yr2-Yr12 studying Italian within 3 regions:

Region 1 South Brisbane and Gold Coast
Region 2 North Brisbane and Sunshine Coast
Region 3 Far North Queensland.

A total of 192 competitors entered and were judged by mother-tongue ILC teachers.



ILC CALLIGRAM COMPETITION 2022

This annual event was open to all school students of Italian from Prep to Yr8. This year's theme "Le meraviglie del mare" attracted 181 entries. Certificates and medals were awarded to the winners in each category.



ITALIAN SUMMER SCHOOL

Prior to the start of first Semester, 2023 Italian Summer School intensives were held in January for adults and students: 24 adult students and 14 school-aged students were enrolled.

1 NUMBER OF SCHOOLS
OFFERING ITALIAN STUDIES

2022 - 68

2023 - 77

2 NUMBER OF HOURS
TAUGHT ANNUALLY

2022 - 52,104

2023 - 53,413

3 NUMBER OF STUDENTS
STUDYING ITALIAN

2022 - 27,567

2023 - 28,551

4 NUMBER OF
PROFESSIONAL
DEVELOPMENT WORKSHOPS

6

5 NUMBER OF PROFESSIONAL
DEVELOPMENT ATTENDEES

273

6 NUMBER OF LANGUAGE
COMPETITIONS

6

7 NUMBER OF ADULT
LANGUAGE STUDENTS

388

8 NUMBER OF AFTER SCHOOL
HOURS STUDENTS

58





co.as.it.
community
services

**CO.AS.IT. COMMUNITY
SERVICES LTD.**

473 Lutwyche Road
LUTWYCHE QLD 4030

PO Box 59
ALBION BC QLD 4010

Tel: 07 3624 6100
Fax: 07 3624 6185
mail@coasit.asn.au
www.coasit.asn.au