



ANNUAL REPORT 2022



VISION

CO.AS.IT. engages, empowers and safeguards the Italian Australian community to enhance their quality of life.

MISSION

CO.AS.IT. is a provider of quality services and programs in the aged care, education, culture and heritage sectors.

CO.AS.IT. promotes a comprehensive qualitative approach, involving all sectors: education, culture, social services, communication and information. We believe that language maintenance has a vital role in ensuring cultural diversity and intercultural dialogue. We are committed to promoting quality education for all, strengthening cooperation and building better communities by preserving our cultural heritage and our history.

ACKNOWLEDGMENTS

CO.AS.IT. gratefully acknowledges the support of the following:

- Government of the Commonwealth of Australia
- Department of Health and Aged Care
- Department of Education, Employment and Workplace Relations
- Government of the Republic of Italy
- Italian Ministry for Foreign Affairs and International Cooperation
- Consulate General of Italy for Victoria and Tasmania
- State Government of Victoria
- Department of Health
- Department of Education and Training
- Department of Premier and Cabinet
- Mu.MA - Istituzione Musei del Mare e delle Migrazioni (Genova)



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PATRONS patroni

COMMITTEE componenti del comitato

MANAGEMENT componenti del personale manageriale

Patron in Chief

The Honourable Linda Dessau AC, Governor of Victoria
and Mr Tony Howard QC

Emeritus President

Sir James Gobbo AC CVO (in memory of)

CO.AS.IT. Board

President

Prof Mauro Sandrin

Vice Presidents

Ms Bruna Pasqua

Mr Vincent Volpe

Secretary

Dr Paul Francis Arduca

Treasurer

Dr Dominic Barbaro

Members

Ms Grace Alessandrini

Mr Sauro Antonelli

Dr. Tony Bartone

Mr Vito Cassisi

Mrs Maria Irminger

Mr Dario Nelli

Mr Don Pasquariello

Ms Carmen Randazzo

Ms Silvana Sgrò

Ms Luisa Valmorbida

Patrons

Comm. David Barro (in memory of)

The Hon. Bernard D. Bongiorno, AO

Dr Vic Buccheri

Mr Giancarlo Caprioli

Mr Angelo Favalaro

Mr Gianni Gangitano (in memory of)

Dr Anthony Mariani, AM

Mr Paolo Mirabella, OAM (in memory of)

Mr Sebastiano Pitruzzello, OAM (in memory of)

Mr Giuseppe Sala (in memory of)

Dr George Santoro, AO

Mrs Susan Santoro

Mr Giovanni Scomparin, OAM (in memory of)

Mr Tony Schiavello, AM

Mr Angelo Taranto

Mr Carlo Travaglini, OAM

Mrs Elsie Valmorbida

Mr Mariano Valmorbida

Mr Saverio Valmorbida (in memory of)

Chief Executive Officer

On. Marco Fedi

Deputy CEO

Evan Pasqua

General Manager

Lusiana LiVolti

Finance Manager

Alfred Qiu





STAFF

componenti del personale



ADMINISTRATION

Assistant to Finance Manager	Jonathan Feng
Accounts Payable Officer	Suong Tran
Accounts Assistants	Yu Cao
	Huong Hong
	Qian Wei
Training & Development Officer	Sylvia Salerno
Ancillary Services & Front of House	Rosemary Bonacquisto
	Mirella Lamberti
IT Officer	Manish Poudel
Marketing & Branding Specialist	Elaine Bocchini



AGED CARE SERVICES

Director	Emma Contessa
Manager – Home Support	Stefan Pasqua
Care Managers	Massimiliano Aiello
	Antonietta Aloï
	Concetta Carramusa
	Lara Ferraro
	Lovleen Gill
	Filomena Pacca
	Vincenzo Pappalardo
	Sara Pontiglio
	Sherydan Reynolds
	Tonia Roccioletti
	Marinella Terranova
	Jane Trobbiani
	Patricia Torresi
	Elisabetta Varo
	Angela Vindigni



AGED CARE SERVICES

Access & Support	Stella Tallorito	Visitation Program Manager	Fil Adem
Acting Manager – Italcare Service Provision Team	Connie Colosimo	Regional Coordinators	Rina Afflitto
	Stephanie D'Ambra		Tania Barbaro
	Linda Lastrina		Marianna Cibir
	Rakhee Lowndes		Daniela Montesano
	Nicole Walters		Maria Penco
Service Provision - Italcare Aged Care Assistants	93		Concetta Tartaglia
			Davide Vigiano
Manager – Quality Care Clinical Care Coordinator	Deborah Caprioli	Volunteers	260
Registered Nurses	Roberta Di Marzo	Social Support Groups Manager	Maria Metelli
	Drasti Kakkad	Administration Assistant	Immacolata Navazio
	Pablo Martinez	Assessment Officer	Margaret Rizzo
	Claudia Vallese	Site Officers	Janina Girardi
Intake Officers	Andrew Martin		Nina Scali-Parrello
	Teresa Maiolo		Bianca Lorefice
Compliance Officer	Serena Sandrin		Gino Antognetti
Italian Senior Citizens Association Coordinator	Francesco Pascalis	Centre Cook (Rosanna)	
		SSG Aged Care Assistants	11

ITALIAN LANGUAGE, CULTURE & HERITAGE DEPARTMENT

Director	Ferdinando Colarossi	University of the Third Age (CUTE) Coordinator	Ivano Ercole
Support Officer	Alexander Parise	Resource Centre Coordinator	Rose Patti
Language Assistants Program Assistants	17	Library Assistant	Tania Barbati



EDUCATION PROGRAMS

After Hours Italian Program Coordinator	Maria Brancolino
Team Leader	Sally Monitto
Adult Classes Coordinator	Alexander Parise
Il Girotondo Program Coordinator	Mariella De Paolis
Sessional Teachers	23



CULTURAL PROGRAM

Manager	Dr. Paolo Baracchi
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ITALIAN HISTORICAL SOCIETY AND MUSEO ITALIANO

Manager	Elizabeth Triarico
Assistant	Carmelina Calabro

EVOLVE TO SUCCEED, COMMUNICATE TO GROW

A logo is one of the key aspects of branding for any business. It is often the first thing a consumer relates to when you mention a product or product category. Marketers believe that logos are able to influence consumers at a subconscious level and can make your brand their preferred choice, once you are safely seated in their minds.

Logos are extremely important brand associations that most consumers look up to. Some iconic brands which have been around since decades, have made changes to their logos as having an evolving logo, gives an impression that the company is aware of the current trends and the needs of the consumers. These logos may not actually be significantly different from the previous logos, but the new logos give the company a polished and contemporary feel. This is crucial, as most consumers want to be associated with brands, that show them as someone who is in sync with the changing times.

To facilitate the memorization of our logo and the understanding of the broad range of services we offer and deliver to the Italian and Italian Australian Community, we have thought that some minor but relevant additions to the current logo could have been an effective solution. Also, the newly included details, gave us the opportunity to create additional marketing tools to better communicate a comprehensive idea of the important role played by CO.AS.IT.

With this logo refresh we believe we can achieve the following goals:

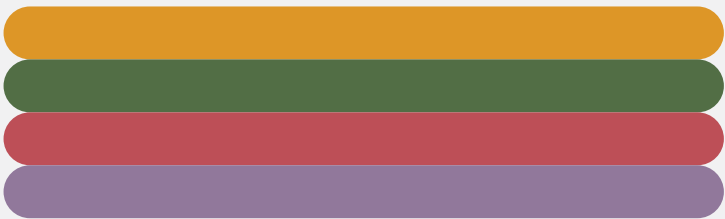
1. Being perceived as contemporary
2. Explain what we do
3. Better appeal to the audience we are talking to
4. Create marketing opportunities with colour coding
5. Stand out from other CO.AS.IT.
6. Facilitate instant recognition of each service
7. Increase word-of-mouth process



Un logo è uno degli aspetti chiave del branding per qualsiasi azienda. Spesso è la prima cosa a cui si riferisce un consumatore quando menzioni un prodotto o una categoria di prodotti. Gli esperti di marketing credono che i loghi siano in grado di influenzare i consumatori a livello inconscio e possano fare del tuo marchio la loro scelta preferita, una volta che sei al sicuro nei loro pensieri.



SERVICES COLOUR CODING

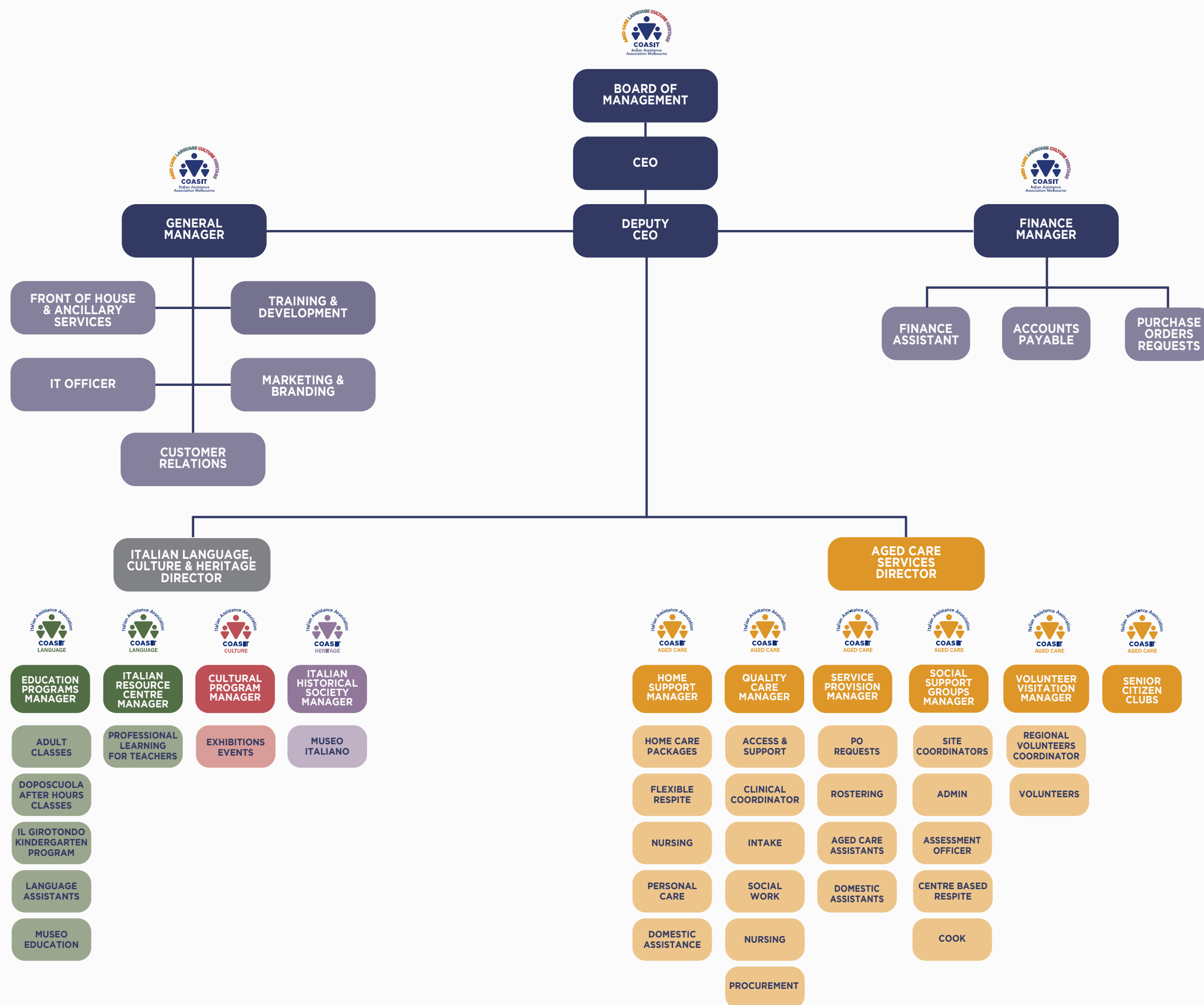


I loghi sono associazioni di marca estremamente importanti a cui la maggior parte dei consumatori fa riferimento. Alcuni marchi iconici che esistono da decenni, hanno apportato modifiche ai loro loghi poiché sono dinamiche ed adeguano il logo alle tendenze più attuali e alle esigenze dei consumatori. Pur non essendo significativamente diversi dai precedenti, i nuovi loghi conferiscono all'azienda un aspetto dinamico e contemporaneo. Questo è fondamentale, poiché la maggior parte dei consumatori desidera sentirsi in sintonia con i marchi che li rappresentano e che dimostrano che sono sincronizzati con i tempi che cambiano.

Per facilitare la memorizzazione del nostro logo e la comprensione dell'ampia gamma di servizi che offriamo e forniamo alla Comunità Italiana e Italo Australiana, abbiamo pensato che alcune piccole, ma rilevanti aggiunte al logo attuale avrebbero potuto essere una soluzione efficace. Inoltre, i nuovi dettagli inseriti, ci hanno dato l'opportunità di creare ulteriori strumenti di marketing per comunicare meglio un'idea completa dell'importante ruolo svolto da CO.AS.IT. all'interno della comunità

Con questo aggiornamento del logo crediamo di poter raggiungere i seguenti obiettivi:

1. Essere percepiti come contemporanei
2. Spiegare meglio cosa facciamo
3. Attrarre meglio il pubblico con cui stiamo parlando
4. Creare opportunità di marketing con la codifica dei colori
5. Distinguerci dagli altri CO.AS.IT.
6. Facilitare il riconoscimento istantaneo di ogni servizio
7. Aumentare la semplicità del passaparola





IHS Manager Elizabeth Triarico, Ambassador of Italy Paolo Crudele, CO.AS.IT. President Mauro Sandrin and CO.AS.IT. CEO Marco Fedi

PRESIDENT'S REPORT

// At last, the COVID-19 restrictions introduced in 2020, were relaxed in 2022, permitting a return to a new “normal”. Despite some apprehension, face-to-face gatherings and meetings slowly returned during the year.

This has been important for everyone, but particularly for the older members of our community, where again they could actively participate in social activities not only with friends, neighbours, and loved ones, but also attending our Social Support Group activities, and the recommencement of the in-home Volunteer Visitation Program.

The 2021-2022 Annual Report gives an account of what we have done during the year and what we are currently

doing; it describes our efforts and ongoing commitment and illustrates the positive results that have been attained. This account inspires me, in my capacity as President, to thank all our staff and volunteers for their ongoing work supporting our elderly and promoting the Italian language and culture. This account also inspires me to thank all those people who use our services.

In Aged Care we again increased our capacity to deliver quality services

with Home Care Packages, Social Support Groups, Visitation, and Commonwealth Home Support Programs, particularly Respite. In response of the Royal Commission's report into aged care, CO.AS.IT. developed and adopted policies and procedures to meet the challenges posed by the Aged Care reform.

Our Education Resource Centre continued to provide resources, and an active professional development program, for teachers of Italian in

primary and secondary schools. The Language Assistant Program, partly funded by the Italian Ministry of Foreign Affairs, is one of our most valued initiatives: this year we again had to recruit locally, 25 assistants to support the teaching of Italian in Victorian schools. We look forward to is hoped that the 2023 program will revert to graduates from the Italian Universities. CO.AS.IT.'s Doposcuola currently engages over 150 students; a new initiative this year was the Il Girotondo program, a pilot program for kindergarten children in 14 centres, where it engaged some 400 students.

In 2022 CO.AS.IT. could again organize the cultural program focused on Italian Australian culture, as in person events in COVIDSafe mode. The joint project between CO.AS.IT and Deakin University, Memories that Make Us,

explored the memories of post-WWII migrants and their lives moving to Australia either as young children or as adults. The documentary has won awards and was screened at Melbourne Documentary Film Festival in July. It is also listed on SBS Top 20 documentaries to watch.

The Italian Historical Society participated in Open House Melbourne (in July), by providing Museo Guided Tours, Italian Carlton online Presentation & Self-Guided Tour PDF and an Online Museo Virtual Reality Tour. The Australian Museums and Galleries Association shortlisted Italian Historical Society - Italian Carlton project for The Archival Survival Award for Small Organisations. The Italian Historical Society has been the principal supplier of Australian content for the newly founded MEI - Museo

Nazionale dell'Emigrazione Italiana.

This year saw the passing of many well respected and notable supported of CO.AS.IT. Giuseppe Sala who served as a board Member for CO.AS.IT. for over 30 years and contributed with his wealth of knowledge and humour over many years; Carlo Venturini who was one of the founding members of CO.AS.IT., Ambassador Francesca Tardioli who we had the pleasure of hosting at CO.AS.IT. upon her arrival, pre COVID; Dante Mecca and Presidents and Members of the Circoli Pensionati, and some of our dear Clients.

// CO.AS.IT. President MAURO SANDRIN

I conclude with a warm thank you to all those who have made this success possible: the Italian community and all those who use our services, those who choose our services and stimulate us to grow and do better, the schools, the teachers and the students, all CO.AS.IT.'s staff, the many volunteers and the Board.



Finalmente restrizioni COVID-19 introdotte nel 2020, sono state allentate nel 2022 consentendo il ritorno a una nuova “normalità”. Nonostante una certa apprensione, durante l’anno sono tornati lentamente gli incontri faccia a faccia.

Ciò è stato importante per tutti, ma in particolare per i membri più anziani della nostra comunità, che ancora una volta hanno potuto partecipare attivamente alle attività sociali non solo con amici, vicini e persone care, ma anche partecipare alle attività del nostro gruppo di sostegno sociale e al riavvio del programma di visita di volontari a domicilio.

La Relazione Annuale 2021-2022 rende conto di ciò che abbiamo fatto durante l’anno e di ciò che stiamo facendo attualmente; descrive i nostri sforzi e il nostro impegno costante e illustra i risultati positivi raggiunti. Questo resoconto mi ispira, nella mia qualità di Presidente, a ringraziare tutto il nostro staff e i volontari per il lavoro continuo a sostegno dei nostri anziani e per la promozione della lingua e della cultura italiana. Colgo anche l’occasione per ringraziare tutte le persone che utilizzano i nostri servizi.

In Aged Care abbiamo nuovamente aumentato la nostra capacità di fornire servizi di qualità con pacchetti di assistenza domiciliare, gruppi di supporto sociale, visite e programmi di supporto domiciliare, in particolare i servizi di respite. In risposta al rapporto della Commissione Reale sull’assistenza agli anziani, CO.AS.IT. ha sviluppato e adottato politiche e procedure per affrontare le sfide poste dalla riforma dell’Aged Care.

Il nostro Education Resource Centre ha continuato a fornire risorse e un programma di formazione professionale attivo per gli insegnanti di italiano nelle scuole primarie e secondarie. Il Language Assistant Program, in parte finanziato dal Ministero degli Affari Esteri italiano, è una delle nostre iniziative più apprezzate: anche quest’anno abbiamo dovuto reclutare a livello



Ambassador of Italy Paolo Crudele and CO.AS.IT. President Mauro Sandrin

locale 25 assistenti per supportare l’insegnamento dell’italiano nelle scuole del Victoria. Attendiamo con impazienza che il programma 2023 ritorni ai laureati delle università italiane. Il Doposcuola del CO.AS.IT. coinvolge attualmente oltre 150 studenti; una novità di quest’anno è stata il programma Il Girotondo, un programma pilota per i bambini della scuola materna in 14 centri, dove ha coinvolto circa 400 studenti.

Nel 2022 il CO.AS.IT. potrebbe nuovamente organizzare il programma culturale incentrato sulla cultura italiana australiana, come eventi in persona in modalità COVIDSafe. Il

progetto congiunto tra CO.AS.IT. e la Deakin University, Memories that Make Us, ha esplorato le memorie dei migranti del secondo dopoguerra. Il documentario ha vinto premi ed è stato proiettato al Melbourne Documentary Film Festival a luglio. È anche elencato nei migliori 20 documentari di SBS da guardare.

La Società Storica Italiana ha partecipato all’Open House Melbourne (a luglio), fornendo visite guidate al Museo, presentazione di Carlton Italiana, con tour autoguidato e un tour in realtà virtuale del Museo. L’Australian Museums and Galleries Association ha selezionato il progetto Italian Historical

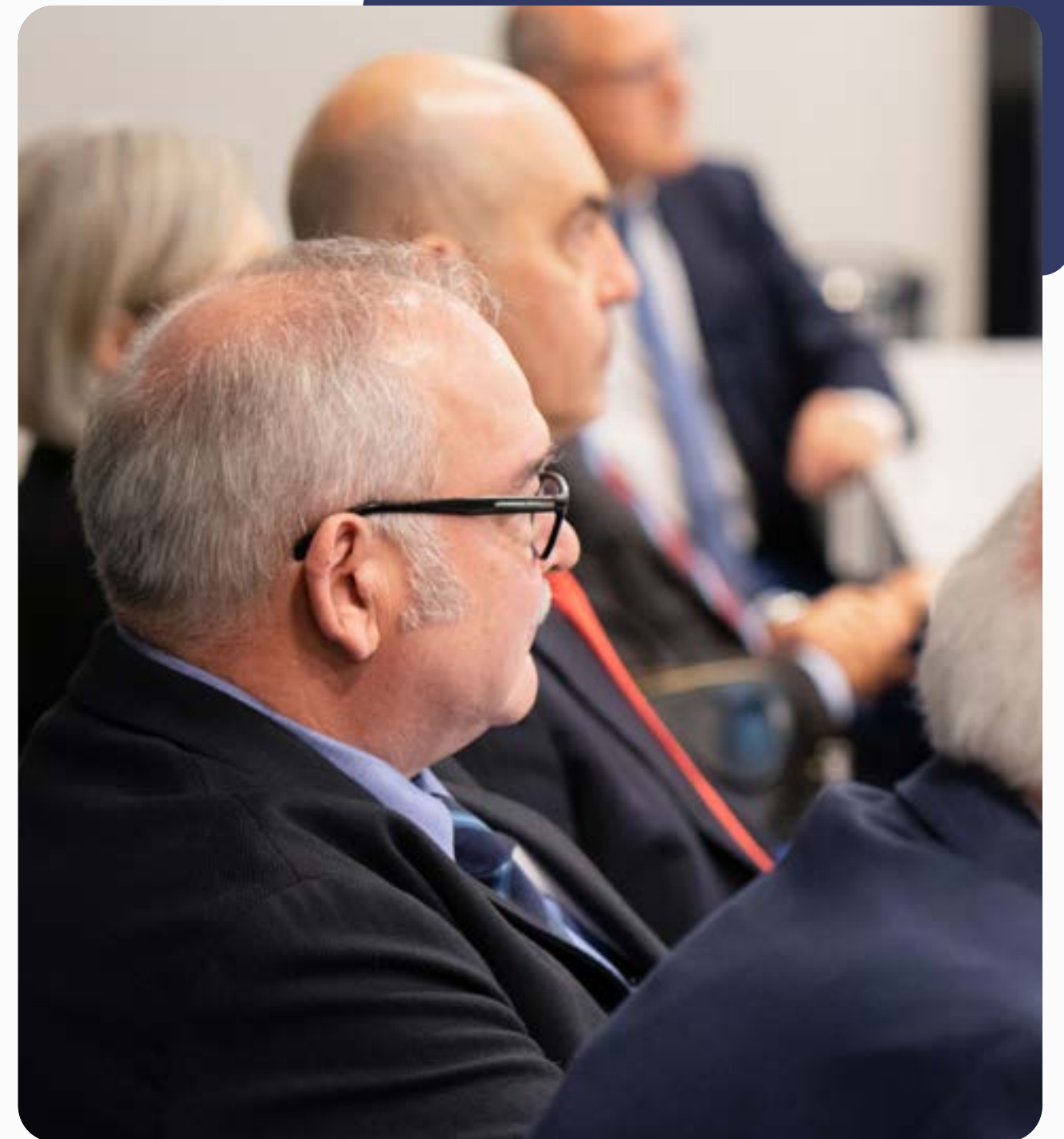
Society - Italian Carlton per l’Archival Survival Award for Small Organisations. La Società Storica Italiana è stata il principale fornitore di contenuti australiani per la neonata MEI - Museo Nazionale dell’Emigrazione Italiana.

Quest’anno ci hanno tristemente lasciato molti stimati ed importanti sostenitori del CO.AS.IT.: Giuseppe Sala che è stato membro del consiglio del CO.AS.IT. per oltre 30 anni a cui ha contribuito con il suo patrimonio di

conoscenze e umorismo per molti anni; Carlo Venturini che è stato uno dei soci fondatori del CO.AS.IT., l’Ambasciatrice Francesca Tardioli che abbiamo avuto il piacere di ospitare al CO.AS.IT. al suo arrivo, pre COVID; Dante Mecca così come Presidenti e Soci dei Circoli Pensionati, ed alcuni dei nostri cari Clienti.

Concludo con un caloroso ringraziamento a tutti coloro che hanno reso possibile questo successo: la

comunità italiana e tutti coloro che utilizzano i nostri servizi, coloro che scelgono i nostri servizi e ci stimolano a crescere e a fare meglio, le scuole, i docenti e gli studenti, tutto lo staff del CO.AS.IT., i tanti volontari e il Consiglio d’Amministrazione.



CEO'S REPORT



// The COVID-19 pandemic has not been easy on any of us and our post-pandemic reality has proved equally challenging. It has been a challenge for us as individuals, for our families and for our social life.

CO.AS.IT. C.E.O.
On. MARCO FEDI



Returning to a safe social environment requires time and patience. CO.AS.IT. as an organization, one that we love, that we work for, that we volunteer our time for, has been through the same difficulties.

With its education and aged care programs, CO.AS.IT. provides quality services to the Italian community and to Australian society on a daily basis.

Our people, and our programs and services have overcome many difficulties caused by the detrimental effects of the pandemic. We have overcome hesitations and delays and we have faced this phase with courage and determination. We did not hesitate or take steps back. We have done this with the support of our staff, managers, families, the people we assist, the teachers, the trainers and the students; all our people.

Today we face the post-pandemic situation with similar courage. The shortage of care workers, teachers and trainers and the worsening situation in health care, as well as the entire education sector, proves extremely serious and challenging. CO.AS.IT. is also facing an endemic shortage of bilingual and multilingual staff.

CO.AS.IT. is committed every day to solving these issues, and we are doing it using our own resources. We ask our community for patience and understanding as we navigate these difficult times, and we call on governments to help us find solutions.

In aged care we are still waiting for a comprehensive reform of the system. Home Care Packages, now called Support at Home Program, should not be relegated to a secondary level. Services at home are the future in aged care because supporting people at home, to remain independent and healthy, is the key to a better future. Residential care, as a choice, is increasingly left to a later period in life. The government immediately dealt with residential care as a priority, yet we are still waiting for governments

to tell us definitively how they intend to proceed with home services for consumers of aged care services.

We know that our staff perform miracles every day and for this reason, CO.AS.IT. is incredibly grateful to them for their work and enduring commitment.

The strength and passion of our workforce allows CO.AS.IT. to continue to protect and defend and deliver the services that are needed.

infrastructure.

There are still challenges in front of us and they may be never ending. But we are always learning how to improve. For example, the computer system we have adopted – with some fundamental choices from an organisational point of view – allows us today to operate in total adaptability, from our offices, from our homes and remotely.

Staff training is constant and covers all



Consul General Hanna Pappalardo, CO.AS.IT. CEO Marco Fedi and Ambassador of Italy Paolo Crudele

The new headquarters of the Aged Care Service Department (609 Keilor Road, Niddrie) will allow us to better organise our services by improving the facilities we use. Those improvements include the use of solar panels, better communication and digital

sectors, including technology.

The integrated system that we adopt as administrative management today binds all sectors of CO.AS.IT., from clinical management for aged care services to training for educational programs.

Our Governance places the Board of Directors at the centre. In the Governance system, we have accepted the challenge for transparency, and we have improved information, communication, and decision-making capacity.

CO.AS.IT. is proud of its education program. We support the bilingual path of the State of Victoria and we have made it our own. We support the language assistant program and we give assistance to schools with our Resource Centre. We offer after-school activities that include integrated courses to support the teaching of the Italian language. Today we also offer courses for early childhood learning.

We deliver quality courses for adults, and we contribute with the initiatives of Il Globo, Globo TV and Rete Italia, to make the dissemination of the Italian language and culture dynamic and modern.

We have thankfully received immediate and direct support from the Embassy of Italy and the Consulate General of Melbourne.

CO.AS.IT. relaunches the exchange programs between schools and teachers. In 2023 we will have a great first initiative of this kind, supported by the Board of Directors.

C.U.T.E. is our program for adult education. CO.AS.IT. University of the Third Age. It was born as a training model to improve the living conditions of the elderly but increasingly represents an opportunity to reach the isolated population - post pandemic or in regional parts of Victoria.

The Italian Historical Society and the Italian Museum – continuing to collect recognitions and awards – represent our history, the past to be told and documented, and our future to be projected on the collective panoramic screen of our memories and in the Italian Migration Museum of Genova.



The documentary “Memories That Make Us”, represented the recollection of our history and our cultural narrative, the same that we told the MEI (Museum of Italian Emigration) and that we will continue to tell through artisans, professionals and workers who contribute to Australia. We will do it with videos, virtual tours, the museum, historiography, cinematography, and oral history recordings.

The content innovation and the passion of those who produce our works and presentations make CO.AS.IT's cultural program the flagship of our organisation. We will continue to be a community and to tell our story, to reflect on where we come from and envision where we will be in the future.

L'uscita dalla pandemia da COVID-19 non è stata facile. Per noi, le nostre famiglie, la nostra vita sociale ed individuale.

Non lo è stato neanche per il CO.AS.IT., l'organizzazione che amiamo, per la quale lavoriamo o per la quale siamo volontari, nel consiglio d'amministrazione o nei programmi di assistenza, l'organizzazione che ogni giorno eroga servizi di qualità alla comunità italiana ed alla società australiana.

Abbiamo superato le difficoltà legate alla pandemia, ai suoi effetti deleteri sulle persone e sui programmi di assistenza. Abbiamo superato esitazioni, ritardi ed anche qualche responsabilità dei Governi. Abbiamo affrontato questa fase con coraggio e determinazione, mai da soli, con il personale, i dirigenti, le famiglie, le persone che assistiamo, gli insegnanti, i formatori e gli alunni, con la nostra gente. Non abbiamo esitato o fatto passi indietro.

Oggi affrontiamo con analogo coraggio il post-pandemia, con alcune conseguenze di cui eravamo consapevoli ed altre inaspettate.

La carenza di personale nei servizi agli anziani. La carenza di insegnanti. La carenza di personale bilingue e multilingue.

Il CO.AS.IT. è impegnato ogni giorno a dare soluzione a questi temi ma deve farlo da solo, con le proprie risorse. Chiediamo alla nostra comunità di aiutarci con la propria pazienza e comprensione. Chiediamo ai Governi di andare oltre gli auspici e di trovare soluzioni.

Nel settore dei servizi agli anziani siamo ancora in attesa di una riforma complessiva del sistema, che non lasci i servizi a “casa” relegati in una



condizione subalterna: i servizi a casa sono il futuro degli interventi a sostegno degli anziani perché rappresentano il periodo più lungo degli interventi a sostegno della indipendenza e salute delle persone. Siamo in attesa che i Governi ci dicano in maniera definitiva come intendono procedere con i servizi a casa per le persone. Poi noi faremo le nostre scelte.

Intanto sappiamo che il nostro personale ogni giorno compie miracoli. Per queste ragioni un grazie forte e sentito va al loro impegno.

La nuova sede del Dipartimento Aged Care Service (609 Keilor Road, Niddrie) ci consentirà una migliore organizzazione dei nostri servizi migliorando le strutture che utilizziamo:

anche queste migliorate con pannelli solari, infrastruttura di comunicazione e digitale.

Le sfide sulla qualità non sono ancora vinte.

Il sistema informatico che abbiamo adottato – con alcune scelte fondamentali dal punto di vista organizzativo – ci consente oggi di poter operare in totale adattabilità, dalle nostre sedi, da casa, da remoto.

La formazione del personale è costante e riguarda tutti i settori, inclusa la tecnologia.

Il sistema integrato che adottiamo come gestione amministrativa oggi lega tutti i settori del CO.AS.IT. Dalla gestione clinica legata ai servizi agli anziani a quella formativa legata ai programmi educativi, ponendo al centro il Consiglio d'Amministrazione. Nel sistema di Governance abbiamo accettato una sfida per la trasparenza ed abbiamo migliorato informazione, comunicazione e capacità decisionale.

Nella formazione continua, il CO.AS.IT. è all'avanguardia. Sosteniamo il percorso bilingue che è nostro e dello Stato del Victoria. Sosteniamo il percorso degli assistenti linguistici che è il nostro. Offriamo assistenza alle scuole con il Centro Risorse. Offriamo il doposcuola, di fatto corsi integrati a sostegno dell'insegnamento della lingua italiana. Oggi offriamo anche i corsi per gli asili, la scuola dell'infanzia. Offriamo corsi di qualità per gli adulti e contribuiamo con le iniziative de Il Globo, il Globo TV e Rete Italia, a rendere dinamica e moderna la diffusione di lingua e cultura italiane.

Dall'Italia qualche esitazione di troppo e tanta burocrazia. Sostegno immediato e diretto, invece, da Ambasciata e Consolato Generale di Melbourne. Ennesima dimostrazione della nostra vicinanza al fare e la nostra lontananza dal chiacchiericcio inutile.

Nel frattempo, il CO.AS.IT. rilancia le politiche di scambio tra scuole e insegnanti. Nel 2023 avremo una grande prima iniziativa di questo tipo, sostenuta dal Consiglio

d'Amministrazione.

C.U.T.E. è il nostro programma per la formazione in età adulta. CO.AS.IT. Università della Terza Età. Nasce come modello di formazione per migliorare le condizioni di vita degli anziani ma sempre più rappresenta occasione per raggiungere la popolazione isolata – post pandemia – o dal punto di vista territoriale.

La Società Storica Italiana e il Museo Italiano – continuando a conseguire riconoscimenti – rappresentano sia la storia, il passato da raccontare e documentare, che il futuro da proiettare in uno schermo panoramico collettivo.

Memories That Make Us, ha rappresentato il racconto della nostra storia, la stessa che abbiamo raccontato al MEI (Museo dell'Emigrazione Italiana) e che continueremo a raccontare attraverso artigiani, professionisti, lavoratori e lavoratrici che hanno creato questo paese. Lo faremo con il racconto video, virtuale, museale, storiografico, cinematografico e di storia orale. E lo faremo al meglio delle nostre capacità e possibilità.

Il programma culturale del CO.AS.IT. rappresenta un fiore all'occhiello del CO.AS.IT. per l'innovazione contenutistica e la passione di chi produce i nostri lavori e presentazioni. Continueremo ad essere comunità e raccontare noi stessi, la nostra storia, da dove arriviamo e dove siamo certi di arrivare.

MEET THE LEADER EMMA CONTESSA

// I feel privileged, and grateful to lead the Aged Care Services team at CO.AS.IT. where despite the many challenges of the past year, we still managed to see growth across the organization.



Aged Care Director
EMMA CONTESSA



AGED CARE

Throughout the past year the effects of the COVID-19 pandemic continued to profoundly impact the broader community. Despite the challenges of the pandemic our staff and volunteers continued to diligently support our clients. We were able to adjust services to ensure continuity of care and support our clients at a time when fear and anxiety prevailed. This would not have been possible without a team of dedicated staff who worked with us throughout the unsettling lockdowns.

I feel privileged, and grateful to lead the Aged Care Services team at CO.AS.IT. where despite the many challenges of the past year, we still managed to see growth across the organization.

When lockdowns interrupted our normal service delivery modes, we initiated responses to ensure our vulnerable clients were still able to access much needed support services. This included providing remote services to support our clients who needed someone to understand their fears and anxieties as well as monitoring their wellbeing,

securing an adequate supply of PPE for support workers so clients could still receive the in-home services they needed, and implementing COVID safe practices across all programs. A special mention to all our clients and their representatives for their support and proactive measures taken to minimize the spread which contributed to keeping everyone safe.

The recent introduction of a Training Coordinator has seen a culture of learning and adapting to positive change take shape at CO.AS.IT. Our coordinator was instrumental in securing access to an online training platform which staff have enthusiastically embraced. It allows them to do training and complete assessments in their own time, at their own pace, while tracking individual staff progress for compliance purposes.

Looking to the future we are excited about many continuous improvement activities that are in place or currently being developed. These include implementation of new information and communication technology systems that will

allow us to better support our staff, volunteers and clients; the transition to a more integrated home and health care model; establishment of our Clinical Care unit comprising Registered Nurses who deliver clinical care and monitor clients' health; the move to a skills based model in our Care Management team; and plans to address the sector-wide workforce and skills shortage so that we are able to meet each and every client's needs.

In closing, I must acknowledge our wonderful team of dedicated care managers, coordinators, support workers, administration staff and our amazing team of volunteers. Thank you for all that you do for the organization, and your extraordinary efforts during what was another very challenging year.

Our priority will always be to continue to provide quality care and support services to our clients. It is vital we acknowledge and value their contribution in making this country what it is today. As age or medical conditions take their toll, our clients deserve care that is of a high standard, respectful and dignified; and I am proud to say, this is what CO.AS.IT Aged Care Services delivers.





Nel corso dell'ultimo anno gli effetti della pandemia da COVID-19 hanno continuato ad avere un profondo impatto sulla comunità più ampia. Nonostante le sfide della pandemia, il nostro personale e i volontari hanno continuato a supportare diligentemente i nostri clienti.

Siamo stati in grado di adattare i servizi per garantire la continuità delle cure e dare sostegno ai consumatori dei nostri servizi in un momento in cui prevalevano la paura e l'ansia. Ciò non sarebbe stato possibile senza un team

di personale dedicato che ha lavorato con noi durante i difficili momenti delle restrizioni.

Mi sento privilegiata e grata di guidare il team Aged Care Services del CO.AS.IT. dove, nonostante le numerose sfide dell'ultimo anno, siamo comunque riusciti a vedere una crescita in tutta l'organizzazione.

Quando le chiusure e le restrizioni hanno interrotto le nostre normali modalità di erogazione dei servizi, abbiamo avviato programmi per

garantire che i nostri clienti vulnerabili ricevessero i servizi di supporto necessari. Ciò includeva i servizi da remoto per sostenere i nostri clienti che avevano bisogno di qualcuno che capisse le loro paure e ansie, nonché il monitoraggio del loro benessere, la garanzia di una adeguata fornitura di dispositivi di protezione per gli operatori in modo che i clienti potessero ancora ricevere i servizi a domicilio di cui avevano bisogno e l'introduzione di pratiche sicure in tutti i programmi.



La recente introduzione di un Coordinatore della Formazione ha visto prendere forma al CO.AS.IT. una positiva cultura dell'apprendimento e dell'adattamento ai cambiamenti.

Il nostro coordinatore è stato determinante nel garantire l'accesso a una piattaforma di formazione online che il personale ha accolto con entusiasmo. Consente loro di eseguire la formazione e completare le valutazioni nel proprio tempo, al proprio ritmo, tenendo traccia dei progressi individuali del personale ai fini della conformità.

Guardando al futuro, siamo entusiasti di molte attività di miglioramento continuo in atto o attualmente in fase di sviluppo.

Queste includono l'implementazione di nuovi sistemi di tecnologia dell'informazione e della comunicazione che ci consentiranno di sostenere meglio il nostro personale,

i volontari e i clienti; il passaggio a un modello domiciliare e sanitario più integrato; istituzione della nostra unità di assistenza clinica composta da infermieri registrati che forniscono assistenza clinica e monitorano la salute dei clienti; il passaggio a un modello basato sulle competenze nel nostro team di Care Management; e prevede di affrontare la carenza di forza lavoro e competenze in tutto il settore in modo da essere in grado di soddisfare le esigenze di ogni singolo cliente. In conclusione, devo riconoscere il nostro meraviglioso team di responsabili dell'assistenza, coordinatori, operatori di supporto, personale amministrativo e il nostro straordinario team di volontari.

Grazie per tutto quello che fate per l'organizzazione e per i vostri sforzi straordinari durante quello che è stato un altro anno molto impegnativo.

La nostra priorità sarà sempre quella di continuare a fornire assistenza

di qualità e servizi di supporto ai nostri clienti. È fondamentale che riconosciamo e apprezziamo il loro contributo nel rendere questo Paese quello che è oggi. Poiché l'età o le condizioni mediche ci chiedono un pedaggio, i nostri clienti meritano cure di alto livello, rispettose e dignitose; e sono orgogliosa di dire che questo è ciò che offre il CO.AS.IT Aged Care Services.

AGED CARE PACKAGES

On the tail end of the COVID-19 pandemic, the CO.AS.IT. Aged Care Packages team continue to build and improve in the way we do things.



Collaborating closely with key internal and external stakeholders, we have rigorously adhered to our Continual Improvement planning, supporting Departmental expectations, and meeting the Aged Care Quality Standards. One of our key focuses is the clinical care requirements of our Care Recipients. We acknowledge that all Care Recipients have diverse needs, and we are committed to ensuring our capability to support at every level. To that end we have specialised our Care Management team into three care stages – Low, Moderate and High needs, aligning with Home Care Package levels.

The development of our staff has also been a strong focus across the last 12 months. We acknowledge the excellent efforts of our Care Managers and recognise the substantial benefits in upskilling and broadening our collective knowledge. With the introduction of our new training platform, we have been able to pinpoint training requirements – again in line with Departmental expectations and Quality Standards. This has already demonstrated a

significantly greater understanding of our requirements and methods of caring for the aged Italian cohort. Further to this, we have been able to tailor training based on our Care Manager support levels, as mentioned above. This needs-focused planning approach has improved our specific understandings of various needs for Care Managers at each support stage.

Additionally, we have made significant advancements in our I.T. infrastructure. We have moved to a new cloud-based client-management system, which allows our staff unsurpassed ability to complete their responsibilities both in the office, and out with our Care Recipients. In addition to this, our new system allows Care Recipients, and their families to connect with CO.AS.IT. services like never before. Through the introduction of the associated phone app, families can view service rosters, package information, and communicate with our team easily. Further to this we have provided much more effective equipment to our staff, encapsulating a fully digital and modern workflow. This has shown a vast improvement in our efficiency

and has allowed our team to become paper-free, contributing towards CO.AS.IT.'s efforts in eco-sustainability.

Lastly, we have integrated the Home Care Package and Commonwealth Home Support Program management staff much more closely in the last year. Whilst each program works differently, we identified that supports are often similar, and several CHSP Care Recipients transition into a Home Care Package in their journey. We want to streamline the process as much as possible for our Care Recipients to continue with CO.AS.IT. Our previous care coordinators now also manage Home Care Packages, which ties in with our overarching aim of upskilling and developing our staff. This will also prepare CO.AS.IT. for the significant changes to the Aged Care Sector coming in the next 24 months.

We continue to face challenges brought on by the COVID-19 pandemic, however the strategies in place will ensure CO.AS.IT. remains in a positive and prepared place as we move into the next chapter of Aged Care.

SOCIAL SUPPORT GROUPS

Following extended lockdowns during the first half of the year, Social Support Groups finally resumed face to face operations in November 2021 with much needed continuity after an extended closure due to COVID 19

The first week of clients coming together again after lockdown was very emotional for all.

Clients finally met the person who had been the voice over the phone during remote service provision. We are very pleased to report we stayed in contact with all clients throughout the turbulent times of lockdowns. The sheer joy of clients seeing each other after such a long time and connecting again was quite moving for all the team, providing a source of immense satisfaction in knowing the difference the program makes in the lives of our clients.

It is with sadness that I acknowledge Enza Capito who will be retiring from her SSG assistant position after 20 + years of working at our Rosanna Social Support Group. We wish Enza all the very best with her new journey in life. She will be missed by all her colleagues and especially the SSG clients.

During lockdown many clients worried about not seeing each other again due to the elderly being particularly vulnerable to the virus. Our team contacted clients to engage in remote activities and provide emotional support and reassurance. Many clients were isolated from family and friends and quite fearful of contracting the virus. Remote calls and home visits kept both clients and staff connected. Feedback from clients and family representatives during this period was extremely positive, with many commenting how grateful they were to have these services put in place and how much they looked forward to the calls.

It was a very much a week of celebrations, rejoicing life and friendships amongst us all. A strict COVID safe environment was established with procedures to ensure the safety and well being of everyone attending our venues. Clients were very understanding and adhered to the COVID 19 requirements to ensure their safety as well as staff. As the weeks progressed clients became more at ease and familiar with the COVID safe processes in place.



As the new manager of the Social Support Group Program, I can only commend the staff and management in supporting us to continue to provide a service to our clients that promotes their health, wellbeing and dignity so they can feel they are still a contributing member of the Italian Community. Our clients are the heart and soul of who we all are today through their struggles as immigrants and the contribution's they have made since arriving to Australia.

In the last twelve months staff have embraced the many changes and requirements to further enhance their skills in managing and supporting our clients to be as independent as possible while participating in meaningful activities program. This has been done by attending external training courses, adapting to new IT systems and participating in in-house training that has been provided to them by CO.AS.IT.

SSG staff have proven time after time that they are both willing and supportive of CO.AS.IT.'s vision and plan to deliver quality services, meet the Aged Care Standards and provide a safe work environment for all staff and clients. .

At time of report SSG has a total of 186 active clients who attend on various days at both North West and North East Centres. The uptake of new clients declined during COVID, but new referrals are still coming though and accepted if they meet the SSG criteria.

The Visitation Program has once again had another challenging but also very successful year.

We have continued to provide our services through the Commonwealth Home Support Program (CHSP) and Community Visitors Scheme (CVS) with our dedicated Volunteers who have continued to work in our community to alleviate the social isolation of older and vulnerable Consumers.

We currently have Regional Coordinators servicing areas of the North, South, East, West and Hume. We have recently appointed a casual administration assistant in the office which has been very helpful with the day to day running of the office and training/ liaising of new staff members who have joined our team.

We have obtained the vaccination status from our Volunteers and Consumers to ensure face to face visits resume safely and to meet Covid protocols. Residential Care Homes have proven to be a little more challenging due to lock downs and Covid outbreaks in their facilities still ongoing.

VISITATION PROGRAM



The Visitation Program had the pleasure of hosting the COTA (Council on the Aged) working group after Covid. An informal interview was conducted with a group of our Consumers. The working group was formed to look at the impact of COVID on older people and also to ensure that their voices were heard. The importance of the non-English speaking older people being able to provide an insight was a very important part in this study as this will set directions for the future if anything like this were to ever happen again.

The Consumers were very open and many got so emotional while they were talking about their own personal experiences during the Pandemic. It was truly such an emotional day for all of us and so sad to hear how much more difficult this situation was for our older people.

The Visitation Program celebrated National Volunteer Week in May which was a very successful event and the feedback received was overwhelmingly positive. It was a lovely day for us to honor and thank our Volunteers for the wonderful work they do in the community.

The Visitation Program celebrated National Volunteer Week in May which was a very successful event and the feedback received was overwhelmingly positive. It was a lovely day for us to honor and thank our Volunteers for the wonderful work they do in the community.

After Covid we have continued advertising for volunteers through various platforms with great success. It has been wonderful to see so many new volunteers offering their time and willing to help the elderly in our community.

IN-HOME SUPPORT SERVICES



Italcare (Support Workers) and The Service Provision Department which all come under the CO.AS.IT. banner have grown exponentially in the last 12 months.

We have implemented a Rostering team which consists of Rakhee Lowndes, Linda Lastrina, Stephaine D'Ambra, Nikki Walters, Huong Hong and Manager Connie Colosimo. This was developed to better assist the consumers and their respective representatives to work with a team that coordinates their services with an Italcare support Worker.

During business hours the support Workers only need to ring one number to receive any information regarding the co-ordination of their needs and the needs of the consumers. The implementation of the AFTER HOURS number has also been a more cohesive approach, allowing Support Workers, Consumers and their representatives to ring one number to obtain all information outside of business hours.

The SCHADS Award has been implemented by Fair work to make sure all support workers are paid fairly. This has had major challenges to the implementation of ongoing services to consumers and their representatives. The Service Provision Team, Support workers and consumers have adjusted well to the implementation of the SCHADS new rostering schedules.

With the uncertainty and inconsistency of the last 2 years during the COVID pandemic we have finally arrived at a new normal. All support workers have had 2 COVID vaccinations and 1 Booster to keep in line with Mandates in the Aged Care Sector. All support workers continue to always wear masks while working with consumers and are also supplied and asked to use rapid tests when they are not feeling well. The government policies have now stabilized and the support workers along with the consumers are back to having an ongoing routine. The consumers can get out of their homes and socialize while being assisted personally by the support workers. A COVID Positive Response team has been assembled and trained to assist any consumers with their essential services once they are diagnosed as COVID positive.

Face to face professional development training sessions have now been reimplemented. This has allowed the



support Workers to meet and debrief with one another as the In-Home Community Care sector can be a very individual job. To allow a cohesive service provision approach, a new computer program has been implemented and all support workers have been trained.

This has allowed a digital rostering App and has eliminated the use of paper timesheets, a faster and more efficient approach to rostering services.

Full review of all Policies and procedures have been organized and sent to all support workers by the new Ausmed program, the online training App implemented to all Aged Care Staff. This App allows all support workers to engage in online training sessions anytime and be able to have references to use on hand whilst in the consumers' homes.

Whilst CO.AS.IT. Service Provision Team has grown and developed into a cohesive modern team; we are still sitting at 93 support workers. The hiring of Italian Speaking Support Workers is still an ongoing challenge and will always be at the forefront of our growth and development.

QUALITY CARE



The Royal Commission into Aged Care Quality and Safety that was presented in February 2021 was a moment that had a profound effect on CO.AS.IT.'s Aged Services division.

CO.AS.IT. responded by scrutinising the final report and applying recommendations to our practise.

It has been a time of deep introspection, to support the organisation to embed new practises, expand service types, and ensure we are sustainable long into the future.

The Aged Care Quality Standards, standards by which we are guided, specify outcomes for consumers that relate to their health and wellbeing, including the provision of safe, quality clinical care.

The Standards relay the importance of robust and responsive Clinical Governance; a system through which we are accountable for continuously improving the quality of services and safeguarding high standards of care.

Initiatives of the Quality Care Team in 2022:

- A Clinical Care team was compiled bringing high levels of experience, expertise, and competence.
- The Clinical Care team comprises of:
 - Clinical Care Coordinator responsible for oversight of Clinical Care requirements of consumers, coordination of registered nurses, support, guidance and clinical education for CO.AS.IT. Case Managers;
 - 3 Registered Nurses (one part time and two full-time) Responsible for providing daily Clinical Care (eg medications, wound dressings and diabetes management) to consumers in their homes as required, following the Aged Care Quality Standards;

- Conducting Clinical and Nursing Assessments on new and existing clients to identify clinical needs, and working collaboratively with case managers and GPs to make the relevant allied health referrals for consumers;
- The clinical team works together with the families of consumers to identify and address the changing clinical needs of the consumers, by creating a clinical care plan which includes goals and recommendations unique and specific to each consumer.

- Creation of Policies and Procedures to guide holistic clinical assessments that cover all body systems, followed by the appropriate documentation and handover to case managers along with follow-up feedback sessions to ensure all the clinical recommendations are in place for consumers.
- To date, 109 Clinical assessments have been completed meeting the Aged Care quality standards and feedback from the Royal Commission
- Education sessions are conducted by the Clinical Care Coordinator for case managers to enhance their clinical knowledge
- The clinical care team has taken up the responsibility to provide oversight and ensure compliance with the Standards for every consumer, at times this necessitates further conferencing with the Clinical Governance Committee, where a Clinician from our Board is able to have input and help guide decision making.

CO.AS.IT. is focussed on excellence, we understand providing consistently safe, quality clinical care is an ongoing challenge that needs constant attention. By us, acting on this understanding, means that the Aged Care Quality Standards are not seen as a set of requirements that need to be complied with periodically, but are used as a tool to drive excellence.



The Access and Support (A&S) Program is funded by the the Commonwealth Home Support Program (CHSP) and is unique to Victoria.

The Program is consumer focussed, free and confidential. Its primary aims are in supporting eligible people of Italian background aged 65+ and their carer(s) to understand the My Aged Care service system and to have access to a range of CHSP home and community based services to help them stay at home.

In the last twelve months, the Access and Support worker has continued to provide a service to many older Italians starting out their aged care journey with the My Aged Care Contact Centre. The service provided is varied and based on consumer's needs, from provision of information on aged care services, to providing individual support during the registration/assessment processes, to provision of linking support to CHSP services.

The Access and Support worker has assisted many older Italians with up-take of CHSP services.

ACCESS & SUPPORT PROGRAM



Such services continue to play an important role in assisting many older Italians with their day-to-day tasks around the house, helping them maintain their level of independence, improving their quality of life and allowing them to stay at home longer.

For some consumers accessing home support services may involve receiving pre-made meals such as "meals-on-wheels", assistance with general house cleaning tasks or receiving personal care to assist with showering and dressing. Conversely, for others it may involve accessing services that keep them connected with the broader community such as attending an Italian-specific Social Support Group, or receiving assistance with shopping and banking, or being linked to an Italian-speaking volunteer visitor to reduce social isolation.

Other CHSP services frequently requested and utilised by older Italians are the various allied health

and therapy services such as podiatry services for consumers with diabetes or the nursing services to assist with administration of medication, wound care and monitoring of a medical condition.

Occupational Therapy and Physiotherapy services are also being utilised by older Italians. These services are important to help minimise the risks of falls, maintain movement and mobility around the house and improve their safety and access with the installation of rails and ramps where essential.

For family members who are in a care giving role, having access to services such as in-home flexible respite and centre based respite have also proved to be beneficial for their physical and psychological well-being, allowing them to take regular breaks.

The main source of referral to the A&S Program is through My Aged Care.



ITALIAN SENIOR CITIZENS' CLUBS OF VICTORIA



After two years of forced inactivity due to Covid, the Italian Senior Citizens Clubs have returned to "live".



For the Coasit pensioners' clubs, 2022 began under the banner of optimism and in the hope that as soon as possible the serious inconveniences suffered in the previous two years, due to Covid, would become a distant memory.

It can be said that the Clubs, like all other organizations, have been able to enjoy a gradual return to normality since the beginning of the year and this fact has brought back so much serenity and harmony within them. It also brought great benefit for mental health and physics of the many members who have suffered, in some cases quite seriously, from the lack of associative life.

First of all this year it was possible to resume face to face (and therefore no longer having to resort to video conferences) the bi-monthly information meetings of the presidents and delegates of the Clubs, which for some time now have been comfortably held at the Vizzini Social Club of Coburg. These meetings are very

important events because they allow both Coasit and Clubs to have a direct dialogue on current topics that are of greatest interest to the elderly and to the Clubs themselves. Coasit, through its CEO Marco Fedi (who was a constant presence on these occasions), pays particular attention to the open and inclusive approach towards members of the Italian community, in particular those who work tirelessly for the Italian community. These community moments were prepared, as always, with care by the Coordinator of the Clubs, Francesco Pascalis, and by the Chairman of the meetings, Frank Di Blasi, and they served above all to address various problems, both of a social and health nature:

- anti Covid vaccination campaign and updates on the restrictions still in force at the beginning of 2022;
- resumption of the face to face Annual General Meetings;
- relations with local authorities that provide aid to clubs (Department

of Premier and Cabinet and Municipalities)

- relations with other community organizations and joint participation in particular events (Italian Republic Day, Carlton Italian Day, etc.);
- launch of the University of the Third Age project;
- hearing problems in adulthood;
- updates on Australian pension services;
- the services that Coasit makes available, including those that are made possible by the willingness to volunteer on the part of many members of the community and that can be improved through a more articulated interaction between all the forces within Coasit;
- Alzheimer's disease, possible prevention / slowing of the disease
- news in the field of information / communication in Italian language in Australia ("Il Globo - TV")

It should be noted that one of the topics that are most characterising the action of the Coordination of Clubs is that relating to the launch of the so-called "University of the Third Age". In essence, this is a project that was presented in 2022 and launched in an experimental phase but which, given the flattering welcome by the Clubs, will be fully structured and strengthened during 2023.

As is well known, initiatives involving the University of the Third Age have already existed for some time in all the most advanced countries, and Australia is one of them. Obviously, however, the courses are held in English. Coasit, in synergy with the Clubs, was able to ascertain that it would be a benefit for the elderly Italians to be able to access a similar service, in this case, however, offered in Italian.

A large number of scientific studies over the years shows that intellectual activity helps aging people maintain an overall well-being. It can mitigate, reduce and even prevent the risk of contracting mental diseases like Alzheimer's.



MEET THE LEADER FERDINANDO COLAROSSO

// The Language, Culture and Heritage Department has resumed its full program within the broad guidelines of the pandemic.

Language, Culture
and Heritage Director
FERDINANDO COLAROSSO



LANGUAGE CULTURE HERITAGE



The Adult Language Program has resumed with its full range of classes including some online classes. This year we have extended our collaboration with the bilingual school Brunswick South PS by offering our Italian program to the parents of the school on two weeknights. This initiative has been very successful and we hope to continue it.

The Doposcuola has returned to its face-to-face mode of delivery and is steadily returning to its pre-COVID enrolments. All classrooms have been refurbished, painted, and equipped with Wi-Fi and video projectors.

The Museo Education Program is slowly returning to pre-COVID levels with school visitation bookings

gradually increasing.

The Resource Centre continues to provide invaluable support to teachers of Italian. Teaching resources continue to be updated and made available to schools.

The CO.AS.IT. Cultural Program continues to operate through its extensive and quality program of exhibitions, seminars, conferences, musical evenings and more.

The Italian Historical Society has continued to ably carry out its role of collecting, preserving and divulging the history of the Italian immigration to Australia.

This year the Society and CO.AS.IT. have continued the collaboration with MEI – Museo Nazionale dell'Emigrazione Italiana.

Due to Covid and border and visa issues, the Language Assistant program for 2022 was staffed by locally selected, qualified graduates. This enabled us to continue this most valuable program by placing seventeen assistants in schools throughout Victoria. I take this opportunity to thank these assistants for their much appreciated support to students and teachers throughout

the year. We thank the Victorian and Italian governments for their support of these programs.

We are particularly proud of the new preschool and kinder program Il Girotondo developed and delivered by CO.AS.IT. in fourteen centres covering over 400 students. We thank the Italian government for their support of this program.

In collaboration with VATI – Victorian Association of Teachers of Italian – an extensive program of professional learning, on-line and face-to-face, was delivered to teachers of Italian, including among others: CELI course, Immersion weekend, online presentations on a wide variety of topics relevant to the Victoria curriculum and pedagogy.



Il Dipartimento di Lingua, Cultura e Storia ha ripreso il suo programma completo dopo le limitazioni dovute alla pandemia.

Il programma di insegnamento della lingua agli adulti ha ripreso in pieno comprese alcune lezioni online. Quest'anno abbiamo esteso le nostre attività collaborando con la scuola bilingue Brunswick South PS, con l'offerta del nostro programma di italiano ai genitori della scuola due volte a settimana. Questa iniziativa ha avuto molto successo e speriamo di continuarla in futuro.

Il Doposcuola è tornato alla sua modalità di insegnamento faccia a faccia e il numero delle iscrizioni sta risalendo al livello pre-COVID. Tutte le aule sono state tutte rinnovate, ritinte e dotate di Wi-Fi e videoproiettori.

Il programma didattico del Museo Italiano sta lentamente tornando ai livelli pre-COVID con un graduale aumento delle prenotazioni delle visite scolastiche.

Il Centro Risorse continua a fornire un prezioso supporto agli insegnanti di italiano. Le risorse didattiche continuano ad essere regolarmente aggiornate e messe a disposizione delle scuole.

Il Programma Culturale del CO.AS.IT. continua la sua attività. Ciò avviene grazie a mostre, seminari, conferenze, serate musicali e altro ancora.

La Società Storica ha continuato a svolgere abilmente il suo ruolo di raccolta, conservazione e divulgazione della storia dell'immigrazione italiana in Australia.

Quest'anno la Società ha proseguito la collaborazione con il Museo Nazionale dell'Immigrazione Italiana (MEI).

A causa dei problemi legati al Covid (chiusura delle frontiere e cessazione dei visti), il programma Language Assistant per il 2022 è stato realizzato da laureati qualificati selezionati localmente. Questo ci ha permesso di continuare il prezioso programma inserendo 17 assistenti nelle scuole

di tutto il Victoria. Colgo l'occasione per ringraziare questi assistenti per il loro supporto a studenti e insegnanti durante tutto l'anno. Ringraziamo i governi vittoriano e italiano per il loro sostegno a questi programmi.

Siamo particolarmente orgogliosi del nuovo programma prescolare e asilo "Il Girotondo" sviluppato e implementato dal CO.AS.IT. in 14 centri frequentati da oltre 400 bambini. Ringraziamo il governo italiano per il sostegno a questo programma.

In collaborazione con la VATI – Victorian Association of Teachers of Italian – è stato organizzato per gli insegnanti di italiano di scuole elementari e secondarie un vasto programma di aggiornamento, online e in presenza, che includeva, tra gli altri: corso CELI, weekend di immersione nella lingua, presentazioni online su un'ampia varietà di argomenti rilevanti per il curriculum e la pedagogia del Victoria.

ADULT CLASSES

2022 has been the first complete school year conducted entirely on CO.AS.IT. premises for the Italian Language Program for Adults in the wake of the COVID-19 pandemic. Teachers and students alike were enthusiastic about returning to class and being able to spend time learning Italian amongst friends. However, the Program has learned precious lessons from the previous two years and has maintained an offer of online classes to accommodate students still uncomfortable with travelling or being in a classroom with other people. Additionally, the ease with which the Program has been transitioning

from face-to-face to online and vice-versa has all but guaranteed the continuation of all classes even in the case of teachers being ill or abroad, with students gathering in class and teachers connecting virtually and conducting their class online. The program has registered approximately 150 students attending 18 classes – about 70% of pre-COVID numbers; we are looking forward to working with the marketing staff in order to promote the program and grow our attendance. Classes ranged from Beginner to High Advanced, including several specialist courses such as “L’Italiano nel Cinema” and “Il Paradiso di Dante”.

An important addition to the Program in term 3 was the activation of a pilot program of four dedicated classes for the parents of students attending the Brunswick South bilingual primary school. This was organised at the behest of CO.AS.IT. and the school leadership to promote the teaching of Italian beyond the school classroom and into the family household. The program was a resounding success with a total of 35 students attending 3 beginner classes and 1 intermediate class for 8 weeks in term 3 and the program is expected to continue into term 4.



LANGUAGE



LANGUAGE ASSISTANT PROGRAM



The CO.AS.IT. language Assistant program continues to provide a major contribution to the teaching of Italian in Victorian schools. The contribution this year was commendably provided by seventeen suitably qualified local candidates, selected for their capacity to enhance, and enrich the content and delivery of the Italian programs in the assigned schools. The Assistants collaborate with teachers, create resources, work with individual and small groups of students, promoting the Italian language and culture. It is a program that CO.AS.IT. is proud of and committed to. We acknowledge the continuing support of the Italian and Victorian governments over many years.



IL GIROTONDO



The 2022 year started by researching, implementing and finalizing the Italian language pilot program ‘IL GIROTONDO’ ready to be delivered in Term 3.

The program has been sent to 87 centres already selected by consulting the ACEQUA Website which regulate the learning programs for Early Childhood Education in Australia.

The coordinator contacted the centres by sending out an email with all the information related to the program as well as an ‘Expression of interest Form’ asking to provide a brief statement as to why the Centre should be selected for our program.

The email sent out to the Centres had also a Brochure to outline the requirements:

- educators to help the teacher by keeping the children’s focus high, being actively involved during the Italian class (repeating Italian words to children, singing and dancing as part of the lesson).
- educators to reinforce what has been learnt in class during the week, so that children become familiar with new words and make Italian part of their routine.
- the classroom to have an Italian corner where children are free to immerse in all things Italian such as books, flashcards, art and craft.
- the language to be strongly supported by the parent community.

The deadline to return the ‘Expression of Interest’ Form was the 28th of April 2022.

A number of 20 centres showed their interest to our program, however, after an attentive and scrupulous selection we chose 14 centres located in different areas such as: Carlton, Brunswick, Coburg, Preston, Hadfield, Essendon, Kensington, Flemington, Maribyrnong.

Below the centres’ details:

Hadfield Early Learning Centre (N. 2 classes, 43 students); Joybelle Childcare & Kindergarten in Fawkner (N. 2 classes, 23 students); Darebin Childcare and Kindergarten in Preston (N. 2 classes, 31 students); Wood street Childcare



centre in Preston (N. 2 classes, 29 students); Kool Kids in Preston (N. 2 classes, 37 students); The Learning Sanctuary Brunswick (N. 2 classes, 38 students); Brunswick Kindergarten (N. 2 classes, 43 students); Essendon Kids (N. 2 classes, 47 students); Maribyrnong River Children’s Centre (N. 2 classes, 42 students); Sparkways Early Learning Showground in Flemington (N. 2 classes, 37 students); Kids Club Kensington (N. 2 classes, 15 students); Tommaso Fiaschi Childcare and kindergarten in Carlton (N. 2 classes, 12 students); Kids on the Avenue in Coburg (N. 2 classes, 34 students); Dawson street Childcare Centre in Brunswick (N. 2 classes, 38 students).



The program started in Term 3, July the 11th and it is facilitated by two qualified Italian teachers, Mrs Sally Monitto and Mrs Linda Francione.

The program is constantly supervised by the coordinator Mariella De Paolis by supporting the teachers, implementing the program and working closely with the centres to achieve the best results.

DOPOSCUOLA



An integral part of CO.AS.IT’s Education Programs is the After-Hours Italian Language Program (Doposcuola), an accredited Community Language School with the Department of Education and Training.

The program offers Italian language classes for students from Preschool, Primary and Secondary levels, catering for students from both Italian and other backgrounds. The After-Hours Italian Program was granted reaccreditation for the period 2022-2024; as part of the Department of Education and Training guidelines for community language schools to receive funding.

The Italian language program is structured in line with the Victorian Curriculum for Languages; and the Preschool classes with the Victorian Early Years Learning and Development Framework (VEYLDF). The experienced and qualified Italian teachers who facilitate the program are dedicated to teaching and promoting both the Italian language and culture. In 2022, there were a total of 142 students enrolled in the Italian language program.



This year, the delivery of the Italian lessons returned to onsite and face to face learning, after the online and remote program of the previous year. The teachers, students and parents welcomed the return to the engaging learning environment of the classroom setting. The premises were renovated during the course of the year and all the classrooms were equipped with projectors and extra display boards to enhance the language program. The Doposcuola program was facilitated successfully with the active participation of students in lessons; support from parents and the professionalism of the teachers and Education staff.

The teachers involved in the program

participated in various professional learning and planning days, to further develop their knowledge, skills, pedagogy and capacity to deliver high-quality language programs for the students.

The CO.AS.IT. After Hours Italian Language Program will continue to develop and improve through strategic planning and the commitment of the teachers and Education team. CO.AS.IT’s reputable relationship with parents, stakeholders, the Department of Education and Training (DET) and the Community Languages Victoria (CLV) contribute to the successful delivery of the After-Hours Italian Language Program.

MUSEO ITALIANO EDUCATION PROGRAM



The Museo Italiano Education programs are based on the permanent exhibition related to Italian migration to Australia and their contribution to Australian society.



The programs are offered for students from upper Primary to VCE level and include staff-led presentations conducted bilingually or in Italian, as well as self-guided programs supported with supplementary material for students to enhance their learning experience. The Museo Education programs cater for students learning Italian; as well as students studying English, History, Multiculturalism, Diversity and Global perspectives.

The CO.AS.IT Museo Italiano website has educational kits and materials for teachers to download based on the exhibition and the theme of Italian migration to prepare students for their visit to the Museo Italiano, including post-activities to follow up at their school.

In 2022, the Museo Italiano Education Programs resumed school bookings after the restrictions of recent lockdowns concluded. It was positive to see schools participating again in the programs onsite. A total of 1325 students visited the Museo Italiano Italiano (Feb.-Nov) for either a self-guided tour only (683 students) or to attend a staff led presentation (642 students).

ITALIAN RESOURCE CENTRE

The reopening of CO.AS.IT. Resource Centre after the Victorian lockdown following the onset of the COVID-19 pandemic was a momentous occasion.

The doors re-opened to students and teachers who could now be serviced in presence and material could be personally selected and collected rather than mailed out via post or email. The library's ability to fully service teachers and students in the language, history and culture of Italy was back!

School registrations have remained constant, circa 220, and cataloguing, end-processing of new materials, circulation and database maintenance have been ongoing. An upgrade of the SmartSuite Library system has updated the interface making searches more user friendly. Whenever the need arises Italian Historical material is also catalogued.

Saturday Openings held once per term (March, May, October and December) have been well attended with numerous teachers, students and parents and even grandparents visiting the library. The school holiday period has also seen good numbers attending with teachers taking advantage of this time to plan and select resources for their Italian language programs. The library also becomes a space for teachers to meet as a group, interacting with each other and sharing teaching strategies. This is particularly vital for graduate Italian language teachers and mainstream teachers newly appointed to an Italian language teacher role.

It is worth noting that a large collection of quality material was recently donated to the centre adding over 120 titles to the data base. The breadth of the content was vast, ranging from classic Italian literature and novels to contemporary grammar books and have greatly enhanced our collection.

The usual practice of developing material for the educational publication Orizzonti has continued with 3 issues completed. These are *L'italiano e i giovani* focusing on the language of youth being the theme for the 2022 *Settimana della Lingua nel Mondo*, *Genealogy* and the family and *Using visuals in the Italian Language classroom*. *Orizzonti* is an example of team work requiring input into editing and formatting from several staff members to ensure a quality product. This material, often in excess of 80 pages, is sent to teachers via hyperlink. Furthermore,

new material is developed through the translation of texts from English into Italian as well as educational activities written for *In Classe* a monthly insert in *Il Globo* Newspaper.

The regular newsletter advising teachers of library events has now increased its scope to include an attachment outlining new additions to the collection as well as teaching and learning strategies.

Since reopening after COVID lockdown hygiene has continued as a propriety with a cleaner engaged in wiping all resources before they are returned to the shelf and a volunteer who apart from end processing resources ensures that all resources are in pristine condition.



CULTURAL PROGRAM

// After two years of disruption due to the COVID pandemic, in 2022 CO.AS.IT.'s cultural program of temporary exhibitions and events returned to regular programming.



CULTURE

We were able to bank on new skills and technology acquired in the previous period, offering initiatives in face-to-face, Zoom and mixed format.

During 2022 the cultural program, which continues to be well received by the community and to avail itself of an excellent offer of programs by artists and scholars, put on 6 temporary exhibitions and over 40 events.

The exhibition program spanned contemporary art, science, and social history, featuring CERN physicist Dr Matteo Volpi, established Italian Australian artists of the calibre of Bruno Leti, Anna Caione, Liliana Barbieri, Sarina Liroso and Wilma Tabacco, as well as innovative projects on Italian craftsmanship (Pellettieri) and on the migrant impact on architecture, infrastructure and the urban and industrial landscape.

The talk series Black Italia, presented by Dr Margherita Angelucci (Monash University), benefited from the new technology, which allowed us to host speakers from Italy, the United States and Canada, thus reflecting the transnational structure of migration and allowing us to include

precious comparative perspectives.

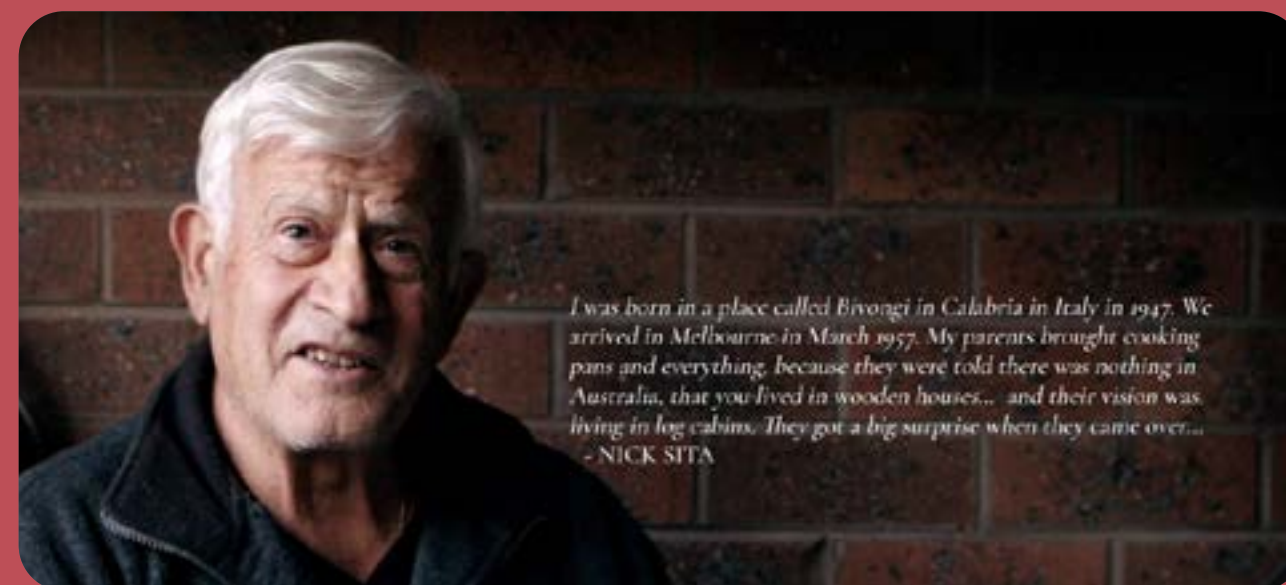
The program included several initiatives on cinema, among which Dr Mark Nichollsà popular Italian Cinema Forum, and two very successful screenings of the documentary Memories that Make Us: Stories of Post-World War Two Italian Migration to Australia (a project developed by CO.AS.IT. and Deakin University).

The Italian language and literature also featured in the cultural program, especially with the four lectures for the Centenary of Dante's death, offered in partnership with Società Dante Alighieri, Melbourne and with 3MBS Fine Music Radio, and with four more lectures offered in October in partnership with V.A.T.I. Victorian Association of Teachers of Italian, within the Week of the Italian Language in the World.

The history of Italian food in Australia featured in Dr Tania Cammarano's historical walks; Ilaria Crociani's and Mirko Guerrini's Chiacchierate concertanti were popular live music events; sport featured in an evening with Tony De Bolfo and 8 football players.



The year concluded at MUNTREF Museo Nacional de la Inmigración in Buenos Aires, with the fourth session of Diaspore Italiane. Italy in Movement, an international series of conferences on Italian migration presented by CO.AS.IT., the John D. Calandra Italian American Institute (Queens College, City University of New York), the Istituzione Musei del Mare e delle Migrazioni di Genova and UNTREF Universidad Nacional de Tres de Febrero, Buenos Aires.



ITALIAN HISTORICAL SOCIETY

// The CO.AS.IT. Italian Historical Society (IHS) continues to work successfully with the Italian and Australian communities to collect, preserve and share as widely as possible all aspects of Australia's rich and vibrant Italian immigration story.



HERITAGE

We also continue to receive a wide range of generous donations and provide valuable support and expertise to a wide range of researchers including students, family history enthusiasts and anyone who has a keen interest in Italian Australian immigration history. We would like to take this opportunity to thank everyone who has supported the Society throughout the year.

Key highlights in 2022, include the following donations: An original Lygon Street Festa Poster and flyer: an original 1956 Melbourne Olympic Games Dante Alighieri Society Melbourne Invitation to celebrate the success of the Italian Olympic Team and handmade breadmaking equipment. The IHS also contributed information and digital images for inclusion in the Italian documentary, titled: Nino Borsari: eroe dei due mondi – Cavezzo a Melbourne in bicicletta, produced by the Municipality of Cavezzo in Emilia-Romagna, and written by Alessandro Trebbi.

This year we are very proud to have also developed four innovative, highly accessible and engaging long-term initiatives that will help keep the Italian Australian story alive by greatly enhancing

access to the IHS Collection and Museo Italiano permanent exhibition and reaching new and diverse audiences. In 2022, the IHS was invited to take part in the Open House Melbourne Weekend (OHM). We took this unique opportunity to launch four free, well researched and presented in-person and online IHS & Museo Italiano public programs (now accessible from the CO.AS.IT. website):

Museo Italiano Guided Tours (available during 2022 OHM, 30 -31 July, (presented by Elizabeth Triarico, Manager IHS and the Museo Italiano) Museo Italiano Virtual Reality Tour.

Italian Carlton Online Presentation (compiled and presented by well-known historian and author Dr. Celestina Sagazio) developed in conjunction with the Italian Carlton Self-Guided Tour (also compiled by Dr Sagazio) which includes a QR code providing direct access to the Online Presentation making this a unique experience.

Together the programs provide creative, sustainable and immersive opportunities to explore and connect with local Italian history, which is more important now than ever due to impact of the COVID-19 Pandemic.



The unique character that is Italian Carlton is brought to life by highlighting iconic historical buildings, restaurants and cafes including Brunetti and the many fascinating stories that have shaped the development of this much loved and respected Melbourne multicultural precinct. The programs have proved very popular, and we look forward to building on this important work in the future by exploring even more Italian Australian immigration themes.



FINANCIAL REPORT

// CO.AS.IT. continued its outstanding financial performance and remained in a strong financial position. Although facing various challenges from COVID-19, the company's business kept growing and recorded a \$2.8 million surplus for the financial year. The increased revenue and well-managed operating costs reflected a healthy business growth.



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The substantial financial assets and fixed assets form a strong and solid financial foundation for the company. The financial assets are allocated in different forms, e.g., cash equivalents, term deposits and investments, to achieve an optimal financial return and manage well-balanced risks. In FY2022, the financial investments contributed about \$280K to the surplus. This mitigated the reduced interest income from term deposits resulting from the lower interest rates in the market. The negative other comprehensive income of \$1 million reflected unrealised capital losses due to the movement of investment market.

The significant growth in home care package business not just only increased the care and package management income, but also demanded more client services. To meet the business growing demands,

CO.AS.IT. employed more staff at all levels and delivered more-than-ever services to clients.

The financial management and reporting process is continuously improving. In FY2022, a well-designed internal reconciliation process was established in response to the Improvement Payment Arrangements ("IPA") for home care. Other approaches, e.g., using purchase orders for services and equipment purchased, direct debit, were carefully reviewed and discussed. EFTPOS machines were deployed in the Social Support Group sites to make our clients' payments much easier than before.



CO.AS.IT. Italian Assistance Association

ABN 85 005 596 485

// Financial Report
For the year ended 30 June 2022

FINANCIAL REPORT



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