



*60th  
Diamond Jubilee*

*Annual Report 20/21*

**Antonio Giordano  
Founder**



**No one survives without community  
and no community thrives without  
the individual.**

Anfe

# The Beginning



In the 1950's Antonio Giordano met with educated refugees and migrants arriving from Italy and Yugoslavia at the Mocca Bar on the corner of Hindley and Morphett streets which at that time became known as 'Little Italy'. It was here that language and culture came together at a time when hostility and suspicion by the Australian community was common.



Marina Bar, corner of Hindley and Morphett Streets previously known as Mocca Bar 1960s

Antonio was an ardent supporter and a persistent defender of Italian traditions and would respond to any criticism expressed by the Australian community of his paesani (fellow Italians) or culture.



Antonio Giordano, a driver of social agendas for the elderly

He had strong views on the need for a welfare organization for the Italian community in South Australia. The lack of support services for new arrivals and Antonio's constant advocacy for such services eventually led to his appointment as South Australia's A.N.F.E. coordinator.


A.N.F.E. was the first organization that was independent from the Italian Consulate or Australian government that was set up by the Italian community with the purpose of assisting newly arrived Italians.

Eventually volunteers within the Italian community joined the organization and they became the foundation on which A.N.F.E. has been able to meet the needs of the Italo-community throughout the past fifty years.

In 2011 the A.N.F.E. organization celebrates not only its accomplishments but commitment to the community throughout the years. This milestone has been achieved with the dedication of staff, volunteers, along with the generous support of funding bodies, sponsors, donors and members who have carried on the legacy of its founder, Antonio Giordano.



A.N.F.E. Founder  
Antonio Giordano



**Great things  
in business  
are never done  
by one person.**

**They're done  
by a team  
of people.**

**Steve Jobs**

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## MISSION

*To provide high quality and flexible care services to meet the changing needs of the community.*

## VISION

*To be the best culturally-diverse service provider of choice.*

# Board of Management 2020 / 21

## Executive Committee

**Remo Porcaro**  
*President*

**Ginil Fernandez**  
*Vice President*

**Segaran Murugeson**  
*Treasurer*

**Jayne Ryan**  
*Secretary*

## Committee Members

Frank Scarfo

Dubravka Blazevic (*resigned 14th April 2021*)

Lisa Novak

Teresa Leonardi Dall'Acqua OAM

## Life Members

Hon. Comm. Julian Stefani AM  
Teresa Leonardi Dall'Acqua OAM

## Special Member

Clara Masi

**“Leadership is the capacity to translate vision into reality”**

-Warren Bennis

# Funding Bodies

ANFE Community Care would like to take this opportunity to thank its funding bodies for their ongoing support throughout the year.



**Australian Government**

Department of Health



**Government  
of South Australia**

SA Health

## Sponsors / Donors

Various individuals and organisations donated and supported ANFE Community Care especially in this our Diamond Jubilee year. A very special thank you to Sebastian Galipo for his ongoing generous support over the years.

## Local Government Support

ANFE Community Care would like to acknowledge the help of local councils in the western and eastern metropolitan areas of Adelaide for their support in assisting programs to deliver services to the community.

## Community Support

ANFE Community Care engages with a wide range of stakeholders who have shown support for the organisation at varying times throughout the year and this support has been fundamental to our operational growth.

I am pleased to present **ANFE Community Care's 2020-21 Annual Report** to the organisation and our valued stakeholders.

Another year has passed and **COVID-19** continued to impact the community and remained part of every decision of the organisation. Our mission to provide high quality and flexible care services to meet the changing needs of the community continued to drive the core purpose of **ANFE Community Care**.

The **Board of Management** responded to the changing environment over the past year and ensured that we made progress towards achieving our strategic and operational objectives. Our work positioned us well to meet our commitment to provide quality and safe care whilst supporting the aged and disability communities.

We maintained a strong focus on stabilising our financial position and strengthened the organisation's capability to successfully achieve our vision of being the best culturally-diverse service provider of choice. I am pleased to report that our efforts in **2020-21** have demonstrated progress towards realising this vision.

A special event held each year is the “**Thank You**” **Luncheon** held for our **Financial Members**. This year it was held at Flinders Park Community Centre on the 5th of March and allowed us to thank and acknowledge our membership base, comprised of a number of our staff members, volunteers and clients who are vital stakeholders that drive the organisation. It was a great honour to be able to share this event with two **Life Members**; Hon. Comm. Julian Stefani AM and Teresa Leonardi OAM and **Special Member** Clara Masi.

A special focus this year was our **Diamond Jubilee** celebration of which three major events were undertaken. All the events were huge successes and gave us the opportunity to look back upon the vital work undertaken in six decades of service to the **Italian and Culturally and Linguistically Diverse communities**.

I also had the pleasure to represent **ANFE Community Care** at many other special functions held throughout this past year. Two of note included an event recognising the **Italian Republic at Parliament House** on the 31st of May while another was shared with the **Italian Consul to South Australia**, Adriano Stendardo, on June 2nd to celebrate the **Festa della Repubblica**.

I would like to acknowledge the expertise and guidance of my fellow Board members who have supported me in my role as President. My heartfelt thanks also goes out to the Chief Executive Officer and operational team, without whose focus and dedication we could not maintain this organisation's excellent standards.

I take this opportunity to sincerely thank the **Department of Health, SA Health's Office for Ageing Well** and the **National Disability Insurance Scheme** for their ongoing funding support. The continued generosity of our organisation's **Funding Bodies** ensures that we are well-positioned to support the needs of some of the most vulnerable people in the community.

Looking towards **2021-2022** we will continue to build on our momentum and drive the necessary operational and cultural changes that will enable the realisation of our long-term vision, while capitalising on opportunities presented to us and overcoming the challenges we will face in the upcoming twelve months.

Remo Porcaro

*Thank you to all of our stakeholders for your ongoing support*

# TREASURER'S REPORT

ANFE Community Care ended the 2020-2021 financial year with a surplus of \$240,518 compared to 2019-2020 \$84,142 year. Income was \$262,207 (17.1%) higher in this financial year, a total of \$1,798,053 in 2020-2021, compared to \$1,535,846 in 2019-2020.

This directly related to increase in Activity / Program income and the increase in NDIS supports. The operational expenditure was higher during 2020-2021, once again related increase in Activity / Program income and NDIS.

Due to the impact of the COVID-19 situation the Commonwealth Department approved unspent funding from 2020-2021 to be carried forward to 2021-2022, giving ANFE Community Care the opportunity to expand its existing programs and provide new programs within the funding agreement to its participants.

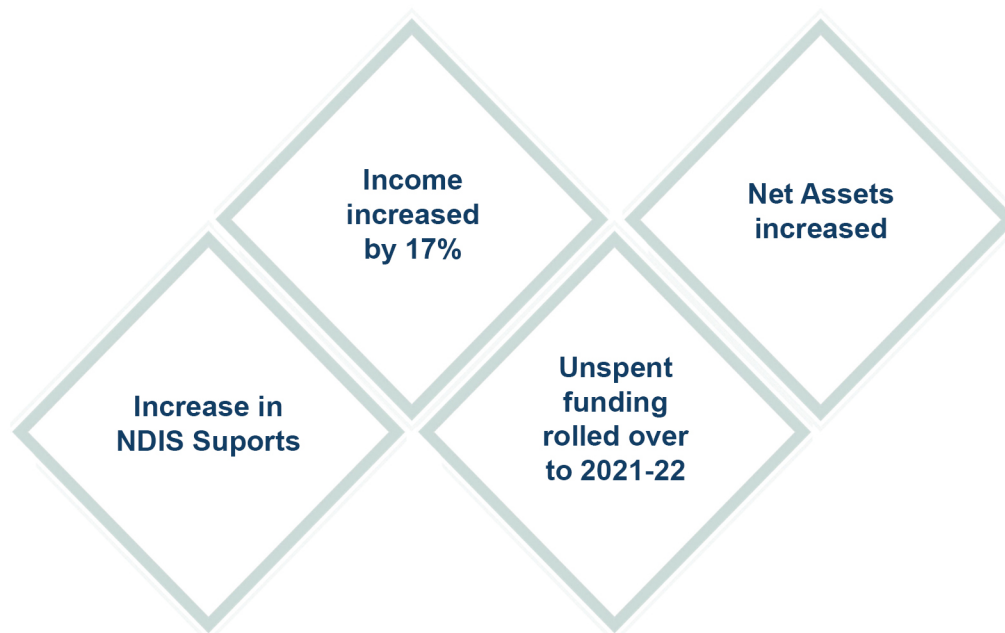
Current Assets have increased to \$1,186,688 with Cash and Cash equivalents totalling \$1,068,449. This was an increase from the previous financial year's total of \$810,314. This is in part due to the unexpended grants carried over to 2020-2021 financial year.

Current Liabilities have also increase to \$850,261 in 2020-2021 an increase from the previous financial years total of \$697,562. ANFE Community Care has Net Assets of \$1,127,410 for this financial year.

I would like to take this opportunity to thank the CEO and her Finance team for their outstanding contribution to the good financial management of ANFE Community Care and I look forward to the 2021-2022 financial year.

The priority of the Board moving forward will be to ensure the organisation continues to meet the needs of the community whilst also responsibly managing its financial position.

Segaran Murugeson



This year saw a significant milestone for the organisation as we celebrated **60 years of service** to the community, evolving from services to the **Italo-Australian** community to now supporting the **Culturally and Linguistically Diverse (CALD)**, aged and disability communities.

Three events held in the month of May allowed us time to celebrate and reflect. We took pride in the reality of how far we have come and grown since our **founding in 1961** and our early days of **community service in the 1990s**. The days of operating with one bus, a handful of staff, volunteers and no place to call our own are long behind us.

During our planned celebrations we felt it was important to acknowledge our clients who after all this time remain at the heart of all decisions which guide the organisation.

We began our **Diamond Jubilee celebrations** by holding a special luncheon for our clients on the 5th of May at the **Thebarton Community Centre** to acknowledge their support for the organisation. Two days later, volunteers accompanied by some key staff were invited to a morning tea reception at **Government House**, hosted by the **Governor, His Excellency Hieu van Le**.

Later that night staff and volunteers took part in our **60th Anniversary Dinner Dance** which was celebrated at Donato's Reception Centre. This event was attended by special invited guests including **Hon Jing Lee MLC, Hon Tung Ngo MLC, Hon Mark Butler MP** as well as a number of local Mayors and representatives of funding bodies and service providers.

We have come a long way and our achievements are a testament to our committed and hardworking team, comprised of **Board, Management**, staff and volunteers.

When I reflect on the past sixty years what stands out to me is that throughout all the changes of industry, technology, funding, rebranding, people and services the one thing that has **not changed** is the ethos behind **ANFE Community Care** which drives our cultural commitment and caring spirit.

During the year the Board updated their current **Strategic Vision 2021-2024** document which will set our path for the next three years.

Our growth strategy and competitive mindset, supported by the drive and persistence of our people and resources will ensure that clients have, and always will be central to **ANFE Community Care's** decision-making. Our overarching goal is to support them now and in the future.

The **COVID-19** pandemic and ongoing challenges demonstrated the heart of service that distinguishes our staff and volunteers from other service providers. It was evident that they will go above and beyond to keep delivering services for those in the community especially in a time when they need us most.

A key factor in the future of the organisation will be our capacity to adapt to the everchanging COVID-19 environment. This will ensure that ANFE Community Care can continue to provide culturally appropriate, caring services to the community.

As the **Aged Care Reforms** roll out we plan to structure, expand and develop our teams to manage the challenges ahead as new measures will be implemented increasing high-quality, safe care services while offering dignity and respect to all older persons.

Frances McInerney

# CONTINUOUS IMPROVEMENT

The role of continuous improvement is to provide a framework for change and encourage the organisation's culture to focus on performance improvement.

This in turn leads to enhanced quality of service delivery, effective utilisation of systems to support output and streamlined processes.

ANFE Community Care's capacity to adapt to change continued in 2020-21, matching and exceeding the community standard as the pandemic and its effects lingered.

During the year it was important to continue to strive towards building a resilient, capable and flexible workforce to align with our vision to meet the changing needs of the community.

COVID compliance was another aspect of improvement in a challenging year as we oversaw the creation and use of forms, policies and procedures on sanitisation, spacing and use of face masks.

The evolving compliance requirements surrounding the pandemic in this year included updates to our COVID Safe Plans, forwarded by the Government of South Australia.

These COVID Safe Plans helped ensure the organisation met all expectations including the use of QR Codes at all operational sites whilst setting venue capacity limits.

A new data management system introduced during the year improved the organisation's capacity to record statistics of service provision.

Collaboration with Community Data Solutions saw the creation of a new system tailored to meet ANFE Community Care's specific needs.

This was an immediate improvement for staff members' required to input monthly statistics of service provision.

The system was overseen by an organisation that is based locally with scope for around-the-clock I.T. support both on and off-site.

The Board of Management recommended an audit of ANFE Community Care's Information Technology equipment and processes to examine what is working well and what could be improved.

The audit was a key aspect of Risk Management processes as it examined gaps in the organisation's daily I.T. practices.

The review provided insight into potential areas of improvement including strengthening office firewall systems and the implementation of cloud-based storage.

Reviews are always a way of bringing new perspectives to current practices with recommendations for optimisation to benefit both staff members and service users. This is in line with the success of our Quality Review results.

Moving forward there will be added pressure to track and report flu and COVID vaccinations of staff members and volunteers.

The ANFE Community Care workforce will be encouraged to get the shot as a form of improvement to promote the health and safety of our workers and client base.

The organisation will adapt as changes unfold while continually reviewing current practices for possible improvement.

Sam McInerney

# DIGITAL MEDIA & MARKETING

Marketing is about telling good stories.  
Social media marketing is about  
getting your customers to tell  
them for you.

Corey Edidon

We don't have a choice on whether  
we do social media, the  
question is how  
well we do it.

Erik Qualman



Associazione Nazionale Famiglie degli Emigrati Inc.

Italo-Australian  
Welfare  
Organization

Ph:(08) 8346 1317  
www.anfe.org.au



Home

welcome to ANFE Australia's website.  
ANFE is short for Associazione Nazionale Famiglie degli Emigrati.

ANFE is an Italo-Australian Welfare  
Organization which has for over  
100 years respected and promoted the rights, dignity, language, culture  
and quality of life of the Italian and wider community through the  
provision of efficient and relevant welfare services.

Support the work of ANFE by:

• becoming a member  
• becoming a volunteer (you should do this by being in the list of an ANFE volunteer on our website  
• becoming a sponsor (see fundraising page)  
• becoming a donor (see fundraising page)  
• becoming a fundraiser (see fundraising page)



Quality, flexible care  
meeting the changing  
needs of the community

Committed  
Caring  
Cultural

8234 5550



Aged Care &  
Disability Services

108 South Road,  
Torrensville SA 5031  
anfe.org.au



Aged Care and Disability  
Community Services



Volunteers  
NEEDED

COVID-19



60<sup>th</sup>  
CERTIFICATE OF APPRECIATION

graciously presented by the Consul of Italy in South Australia, Adriano Stendardo

to  
Remo Porcaro

President

In acknowledgement of your vital role in assisting ANFE Community Care to provide  
essential and high-quality community services to the aged and persons with disability.

Rebranding is a reason to celebrate... but also appreciate.

In 2018 a Media and Marketing Coordinator was employed with ANFE Community Care in order to action the strategies handed down by the Board of Management, in-line with its rolling three-year Strategic Plan.

The purpose of this decision was to modernise the branding of the organisation which had not changed in many years and focus on promoting the organisation.

A new website was created as well as social media accounts to promote the organisation in new ways. ANFE Community Care's Facebook page was published on Monday the 12th of February 2018 with its first two posts reaching 62 and 122 users.

Since the introduction of the position the Board has further developed its strategic goals for the organisation and its Media and Marketing presence has further grown as a key component.

In my role as the current Coordinator I continue to drive this strategic goal in the direction that was set in place three years ago.

During the COVID pandemic regular updates were shared on our Facebook page via SAHealth. Our website also contained current news updates on restrictions and practices.

Ensuring that content on the organisation's website had the latest information and that physical material such as brochures and booklets were up-to-date throughout the year was key to ensure consistency and uniformity across the organisation.

In November 2020 the Marketing Coordinator collaborated with staff members from the organisation's Active Ageing Exercise Program in order to support clients during the short-term 'circuit-breaker' lockdown.

Instructional videos were recorded of exercise leaders demonstrating some light activities which could be undertaken easily in the home. This was an effective and modern method to ensuring clients were supporting during unprecedented times.

In July 2020 the Coordinator attended a Marketing Essentials Seminar which focused on the Aged care Sector. The seminar provided information on how to look at different ways organisations can market themselves directly to clientele. It also provided insights as to where ANFE Community Care should target its marketing focus in order to reap the greatest rewards.

Moving forward, ANFE Community Care will look to promote and make aware its services to the community as part of the Marketing Strategy, approved by the Board of Management for 2021-24.

Sue Karidis



1st July 2018  
79 followers

30th June 2021  
200 followers



Posts 7  
Followers 28  
Following 15

2020-21  
Statistics

# Annual Volunteer Recognition Event

Adelaide Oval  
12 December 2020



One of the greatest gifts you can give is your time.

VOLUNTEER COORDINATOR

The volunteers of **ANFE Community Care** shone in a year of great challenges. A 'circuit-breaker' lockdown in November halted services to clients for three days. Constant changes in restrictions and regulations made for trying times in our programs. Through the understanding and adaptability of volunteers we were able to reopen our **Social Support Group** centres in **July 2020**, continuing to make a difference in our 60th year serving the community.

More than **40 volunteers** were instrumental in supporting staff at three **Day Program** sites, as well as providing transport to those in need for the **One-to-One** program. The dedication of our volunteers cannot be understated. Their contribution to **ANFE Community Care** was immense.

END OF YEAR ADELAIDE OVAL  
ACKNOWLEDGEMENT FUNCTION

In order to recognise the amazing work of our volunteers, a social event was held on the **12th of December 2020**. Staff and volunteers gathered at **Thebarton Community Centre** where a bus was waiting to take all to a morning tea at **European Catering Reception**.

There some staff members performed a surprise concert for the volunteers to enjoy. The bus then transported them to **Adelaide Oval** where they could visit the Bradman Museum and walk through the Oval's hallways, taking in the history and memorabilia on display.

A luncheon was provided followed by certificates distributed to volunteers and staff, recognising their work for **ANFE Community Care** in a challenging year.

TRAINING

Our annual mandatory training was held on the **8th of January 2021** at **Festival Functions** in Findon. Sessions were conducted on the topics of **Driver Awareness, Manual Handling and Food Safety** for volunteers and staff. Almost **30 staff and volunteers** also attended a Saturday session to refresh **First Aid procedures** on April 10. **Fire Training** was undertaken on the 14th of April.

60th ANNIVERSARY

As part of ANFE Community Care's **60th Anniversary celebrations**, our volunteers and a number of staff were invited to a special morning tea with **His Excellency the Honourable Hieu Van Le, Governor of South Australia**. Our group were addressed by **His Excellency** followed by the opportunity to take in **Government House** and the beautifully kept garden grounds.

A function was also held on Saturday the 22nd of May at **West Lakes Hotel** to acknowledge the efforts of our volunteers over the years. In attendance at the event was special guest **Adriano Stendardo, the Italian Consul of Adelaide**, who presented certificates of appreciation on behalf of ANFE Community Care.

THIRD BOLLETTINO

The organisation's '**Bollettino**' **Newsletter** continued after its successful return in 2020, with a third edition produced for the summer months and sent to our volunteers before Christmas. The newsletter was a great way to inform our community of critical dates for the organisation and provide the latest information on health during COVID, as it had done in the first half of 2020. It helped us to stay connected and continue to communicate with our volunteers in a time of uncertainty.

A focus in the new year will be the recruitment of more volunteers to support the important work of the organisation in providing services to the community.

Patrick McInerney

# KEY HIGHLIGHTS

## 2011 - 2021

In October 2012 the Board of Management appointed a Continuous Improvement Officer to oversee **ANFE's** management systems with the intention of improving the organization's overall operating performance

The **Green Team** was an ANFE initiative that was formally introduced in 2013. The Team, were instantly recognisable in their bright green polo shirts, consisting of five staff members who were employed in the Day Care Program

In October 2013 Teresa Leonardi made history by becoming the first **female** elected President of the Board of Management of ANFE

The organisation was notified in April 2015 that a street in the newly created suburb Denman Prospect in Canberra, ACT would be named after Founder Antonio Giordano. Antonio's legacy lives on as **Giordano Street** was named in his honour to commemorate his work in Activism and Reform

A Carer Coordinator position was appointed in May 2015 to manage and coordinate support for approximately 200 ANFE carers, facilitating individualised support and ongoing education with the objective of enhancing the quality of life and independence of older people and their carers

**ANFE** achieved a successful Quality Review conducted by the Australian Aged Care Quality Agency on 14th and 15th July 2015, meeting all 18 expected outcomes of the Home Care Standards

The **Garden Maintenance** was introduced in 2016 as an ANFE initiative with no funding support and only a sponsorship deal to purchase the ANFE Green garden trailer

In 2016 a decision was made to move the administration of the organisation to **Osmond Terrace, Norwood** with the idea to introduce a presence and support our funded programs in the Metropolitan eastern region

In 2018 a Digital Media Marketing Coordinator was appointed to enhance community awareness of **ANFE's** brand and vision as a reliable and trusted provider of high-quality services aimed at increasing the quality of life of community members

In 2018 Associazione Nazionale Famiglie degli Emigrati Inc was rebranded as **ANFE Community Care** with the emphasis and focus being on 'community'. This process involved new Mission and Vision statements with a modern logo without altering the initial style of the four letter acronym

On the 3rd and 4th July 2018 the organisation once again met all 18 expected outcomes of the Home Care Standards after the undertaking of a Quality Review, conducted by the Australian Aged Care Quality Agency

In the three year period from 2018-2020 ANFE Community Care won four awards at the CO.AS.IT. SA Volunteer Aged Care Awards. The organisation won **both the Over 40 and Under 40 Volunteer Award in 2018**. Then in 2019 our nomination took out the **Life Time Achievement Award**. **This success was followed by the Community Services Award in 2020.**



# 60th ANNIVERSARY CELEBRATIONS



# Client Thank You Luncheon 5th May 2021

A luncheon was held at the Thebarton Community Centre to thank our clients. They are the reason our organisation was founded, by Antonio Giordano in 1961.

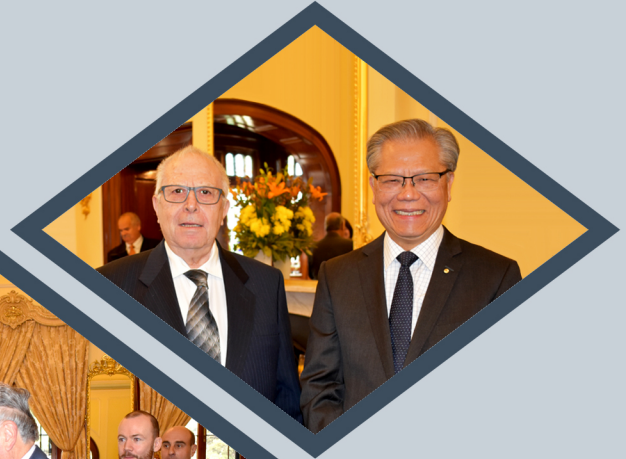
Our clients still remain at the heart of every decision that ANFE Community Care makes.



# Government House 7th May 2021

His Excellency the Honourable Hieu van Le AC,  
Governor of South Australia, hosted a  
reception to thank the organisation's  
volunteers for their service  
to the community.

This event was a major part of  
ANFE Community Care's  
60th Anniversary  
celebrations.





# Diamond Jubilee Dinner Dance



Celebrating 60 years

# Donato's Reception Centre

Friday 7th May 2021



of service to the community

# Volunteer Anniversary Luncheon 22nd May 2021

NATIONAL 17-23 MAY 2021  
**VOLUNTEER**  
WEEK  
RECOGNISE. RECONNECT.  
REIMAGINE.

A luncheon was held at the West Lakes Hotel for our dedicated team of volunteers to celebrate our 60th Anniversary, whilst coinciding with National Volunteer Week. Italian Consul to SA, Adriano Stendardo, was a special guest for the event, presenting certificates to volunteers and staff.



The Disability Support Program (DSP) underwent significant change and restructure in the transition from CHSP to NDIS beginning in 2014. What was a group program operating within the restrictions of days and times and limited intake became a Program capable of providing specialised care seven days a week and after hours to an increased number of individuals and groups.

**Participants in 2020-21** received unprecedented one-to-one and group support to achieve their personal objectives; some of which included life skills training, transport assistance, volunteering, employment and vocational training options as well as facilitating access to the community.

By supporting participants to achieve set goals, the **DSP** endeavoured to not limit participants by their capacity but rather provide a means to do what was possible. Staff members interacted with participants with planned activities and these were tracked in learning and goal planners on a monthly basis.

The **Program** endeavoured to walk with its clients as they changed, adapted and evolved. New services included access to one-to-one support, accessible any day of the week which was provided by qualified staff who delivered client-centred, safe and fun care and support. Feedback was positive and the organisation hopes to consistently improve our work.

Group Centre Based and Individual Support [NDIS]

**Total no. of participants:** 27  
**Clients hours delivered:** 8,444 hours

There was an increase in service hours this year as a result of South Australia's positive response to the **COVID-19 pandemic**. The **State's** success at minimising the virus' impact in daily lives since **March 2020** allowed for participants to return to access community services and limit social isolation.

Providing alternative care options for participants involved working closely with the **Department of Health, National Disability Insurance Scheme, SA Health** and other relevant stakeholders to maintain secure care options.

**ANFE Community Care** utilised its talented and trained group of staff members to provide various forms of services including Zoom meetings with participants, developmental education staff rostered to one-to-one and group services and provision of care to people with multiple disabilities.

The trend of referrals indicates an increased demand to provide one-to-one support with trained staff taking on these roles in order for the organisation to meet the demands of the community.

Registered clients have not been disappointed with the Program's service, evident in both staff member and participant satisfaction. We have a long journey ahead and initiatives to expand staff training, increase resources and remain open to receive all clients will put us in good stead to provide service above and beyond expected standards.

John Corso



The Social Support Group Program, known as **Day Care**, aimed to assist frail older people to participate in community life and feel **socially included** through structured, group-based activities that develop, maintain or support independent living and social interaction.

A **personalised transport service** was provided to and from the centre to assist the clients to remain actively connected with their community. Access to healthy, freshly cooked, traditional Italian meals provided each day at the centre was a cornerstone of the service's success.

A key component of supporting attendees' social and cultural needs was fostering the use of clients' own language where possible. Staff members, volunteers and clients conversed in their preferred language which allowed those present to be themselves and reminisce of times past. Providing a service that was culturally appropriate and met the needs of clients ensured that it was delivered within a cultural and linguistic appropriate context.

Activities at the centre varied from pre-set or individually tailored to promote physical activity, cognitive stimulation and emotional wellbeing. **Clients** were assisted with **Easy Moves Active Ageing** gentle exercises or by participating in games which stimulated brain activity with hand-eye coordinator for afternoon entertainment. Information sessions were also provided on topics such as personal alarm or home safety which was especially important as the effects of the **COVID-19** pandemic were ongoing.

In **2015** the **Department** informed all service providers of coming changes to funding, quality of service delivery, referral process and other changes. **ANFE Community Care** moved with these changes to provide a quality standard of care, skilled, flexible and adaptable staff who delivered required outputs.

In **2020-21 COVID-19** continued to play a major role in how the service operated. Unforeseen lockdowns meant the program needed to be flexible to and adapt to any changes in **Government** and **Health Department** requirements.

**Social Support Group** staff members and volunteers were quick to adapt to new procedures put in place on safety in the workplace, social distancing and wearing of personal protective masks and gloves. Vehicles and physical resources underwent regular sanitisation before and after use.

During times of lockdown all clients were contacted by phone to support their wellbeing and ensure their safety in their home environment. This was undertaken by key staff who kept a record of daily calls and concerns.

Having a valuable team enabled the **Social Support Program** to continue its service and I take this opportunity to acknowledge the considerable work and dedication of our staff, volunteer cooks, volunteer drivers along with those working in the background to deliver the wonderful support that **ANFE Community Care** is renowned for.

Our main focus during the past twelve months was to support our **150 registered clients** and their carers. We were able to achieve this goal with **21,910 social support hours** and **11,153 transport trips** provided in the **western metropolitan region**.

The organisation's **60th Anniversary celebrations** provided a chance to reflect on the changes and developments over the years. We look forward to implementing new ideas and increased service opportunities in the new year.

Gianni Maniero

# Social Support Group

ANFE Community Care's Social Support Group service assists persons over the age of 65 from a culturally and linguistically diverse background the majority of which are Italian.



## Locations

Flinders Park Community Centre  
Junction Community Centre  
West Lakes Uniting Church

## Cultural

Personalised transport service  
Two-course, cooked Italian meals  
Morning and afternoon tea  
Varied activities

# CARER RELATIONSHIPS / FLEXIBLE

## CARER RELATIONSHIPS

**ANFE Community Care's Centre-Based Respite** service continued to offer a vital support to clients and their carers in the western metropolitan areas via access to gentle moves exercise sessions.

These sessions provided benefits to attendees and their carers in multiple ways. Attendees were able to improve their physical and mental health via light movement and social interaction in a group setting.

**Excercise classes** also benefited carers by giving them time away from their caring role to concentrate on themselves whilst any improvement in the health of the attendees could help to ease the pressure on their carers' daily lives.

The **Coordinator** continued to focus efforts on transitioning clients through the **My Aged Care system** so that they could be assigned a place in the organisation's **Centre Based Respite** service.

By the end of the **Financial Year** all clients were fully registered on the system and all classes had resumed normally with two new instructors assigned to centres.

In **November 2020** the State entered a short lockdown to quell rising COVID-19 case numbers. After a few weeks two centres had reopened while another remained closed, recommencing after the school holidays in January 2021.

As the Program did during the previous Financial Year, when the short-term shutdown was announced for the State, **DVDs** with exercise instructions and guidance were distributed so that clients were still able to maintain a semblance of participation and contribute towards their wellbeing.

Plans were put in place to commence a new centre in other suburbs. In **March 2021** a new class was started in **Glenelg** in the hopes of generating interest in the area as well as new clients and statistical outputs.

Overall clients provided positive feedback for the service and its benefits to their physical and social wellbeing. Attendees looked forward to coming to the service each week and as a result **2098 hours** of supports were provided during the year.

## FLEXIBLE

The **Flexible Respite Program** offered short-term respite for carers, flexible enough to meet their needs and allow them to take a break from their caring role. A total of **1778 hours** of service was provided during the financial year with an almost even split between clients assessed through the **Commonwealth Home Support Programme (CHSP)** and **Home Care Packages**.

The service was affected as a result of the **State Government's 'circuit-breaker'** shut down. Workers were not allowed to visit clients or support them during this period with phone calls the only avenue to check on clients' wellbeing. This practice continued throughout the year with phone calls made to contact carers and seek feedback about the workers' working attitude and if they were happy with their service.

During the Christmas period some staff members were happy to continue their work role in order to help and support clients who were in need of service during the festive season. During this time period clients can be increasingly vulnerable, in particular if available services diminished. The organisation's capacity to remain open and offer assistance particularly during the holiday period was pleasing.

The increasing number of clients who are assessed and accepted to receive an allocated **Home Care Package** continued to have an affect upon recorded statistics for service types. Those who move to the **Home Care system** and access supports through their Package are no longer recorded against the **CHSP** subset.

Sherine Elias

The main focus of the **One-to-One Social Support Program** for the past twelve months was to provide tailored, flexible and reliable services which meet the clients' needs.

The Program provided clients registered through **My Aged Care** over the age of 65 with access to transport to their daily and monthly requirements such as shopping, medical appointments, post office, cemetery, bank, physiotherapy, chiropractor, hairdresser and visiting loved ones in nursing homes.

An **increase** in demand was seen this year as the service continued to meet the needs of clients through the provision of reliable support to clients and their carers.

A key component of the Program's success was the trust built between the clients and the staff members and volunteers who drive the service.

Due to the service's popularity staff members and the Coordinator of the Program were often called upon to provide service to clients in order to cover for volunteer absences.

In **November 2020** the State entered into a 6-day lockdown to combat **COVID-19** however this ended less than two days later.

In this instance the Program continued to operate as normal for essential appointments such as dialysis, medical appointments and shopping with extra precautions taken.

Some volunteers stepped back from their role at this time as a result of the lockdown but soon returned to their normal role once it was safe to do so.

Since the beginning of 2021 there has been an obvious increase in the number of service occasions and total hours provided for the clients each month.

Service continued to be provided in both the eastern and western metropolitan areas of **South Australia**.

**Western Region**

- **1654** occasions of services provided
- total of **2,192.10** hours of support
- **929** trips provided

**Eastern Region**

- **130** occasions of services provided
- total of **402.67** hours of support
- **70** trips provided

Moving forward the Program would benefit from more volunteer workers so that more clients can be serviced and keep up with increased demand.

Sherine Elias



# COMMUNITY VISITORS SCHEME

The **Community Visitors Scheme** is aimed at enriching the quality of life of residents of aged care homes who are at risk of isolation by connecting them with members of the community.

The **Scheme** provided friendly contact from volunteers which made a difference in the lives of residents of **Aged Care Facilities**. Volunteers who were reliable, caring and had empathy for the elderly will make them feel a sense of belonging, acceptance and purpose.

The Community Visitors Scheme is a rewarding service which perpetuates positive outcomes both for residents and their matched visitor.

Our base of volunteers have learned from their residents and share stories of work, family and their life experiences. It is wonderful to see the smile on a resident's face as they share these stories.

A challenge for the Scheme has always been the recruitment and retention of volunteer workers. The service's structure is set out to be provided solely by a workforce of volunteers and overseen by a program coordinator.

The lingering spectre of **COVID-19** and the restrictions which have been enforced to prevent its spread in the community have made it difficult to retain a strong base of volunteers.

A strategy employed to combat this was to contact each of the organisation's current volunteers who assist in other service types and inform them of the Community Visitors Scheme.

Some were unaware of the service's existence yet eager to help and through this we were able to induct three volunteers into the Scheme.

COVID-19 continued to cause a great disruption to the Scheme as restrictions on visiting within facilities resulted in many volunteers being unable to visit their resident. This affected the emotional status of both residents and visitors.

Through the organisation's connection to other **CVS Coordinators** at monthly network meetings it appeared that these issues were common and occurred in the broader community.

At these shared meetings we found that good communication skills were vital for high quality, effective and safe working practices.

Our volunteers generously gave their time to help ANFE Community Care's Programs run smoothly. Acknowledging their efforts is key as it helped remind them of their importance to the organisation.

ANFE Community Care values the time that our volunteers put towards our programs and one way of demonstrating our appreciation through annual recognition events.

Our objective in the coming 12 months is to induct more volunteers into the Scheme and increase our visitor numbers. This will allow us to connect residents of aged care facilities with the community.

Melissa Rugolo



**ANFE Community Care's Ageing Well Initiative** aimed to support older persons from **Culturally and Linguistically Diverse (CALD)** backgrounds over the age of 50 years by empowering them and supporting their capacity for ageing well.

Information sessions were held on topics such as **Elder Abuse, Manual Handling, Driver Awareness, Fire Training & Home Security**. Attendees found these information sessions very informative. The **Home Security** information in particular received a lot of positive feedback as those in attendance were extremely engaged and had many questions answered.

Attendees of the **Home Security** information session acquired knowledge of being extra cautions of their own personal safety including staying protected in their own homes. Information such as having locks on each door and window proved valuable and helped improve home safety standards for vulnerable community members.

A number of social media posts which were circulated by the organisation provided information and benefits for community members. Key information on topics including common scams, **ARAS sessions**, updates from **SAPOL** and **Elder Abuse Day** information were focus points of the organisation which kept members of the community informed with up-to-date information.

ANFE Community Care's **Ageing Well Community Network** got together and watched ARAS webinar on Tips and tools for preventing elder abuse by Alliance for the prevention of Elder Abuse (APEA) and found it extremely informative.

A highlight during this period was a collaboration with between ANFE Community Care and Radio Italiana to broadcast live and disseminate information from the organisation's **60th Anniversary Client Luncheon celebrations**.

The organisation will continue to try to find effective ways in recruiting new **Community Network** members. Due to the pandemic people are reluctant to join or struggle to allocate time for meetings. In order to combat the continued effects of COVID-19, finding a contactless solution for members will be key.

The use of Zoom and other similar online meeting technology could be a positive factor. This could lead to potential supplementary benefits such as the recording of meetings and dispersal to other **Network Members** in the event that they are unable to attend.

The continued provision of information sessions in the community will be a key part of our action plan moving forward. This is where we see the greatest benefit for work undertaken. The dissemination of beneficial information on topics of community interest only one aspect of why the sessions are successful. ANFE Community Care's status as a trusted service provider in the community ensures that attendees can rely on receiving accurate and trustworthy information.

**Social media** posts will continue to be generated and circulated through the community. Information aimed at protecting vulnerable members of the community will be a priority, such as scams and protection from elder abuse. Further growth of digital media and its benefits will be explored moving forward.

The organisation's gain of new software will provide staff members the capacity for digital content creation which can be marketed towards younger family and friends who can reach out to vulnerable members.

Sue Karidis

The **Garden Maintenance Service** continued to provide quality and cost-effective support to the community, mainly in the western and north-western regions with some expansion into the eastern suburbs.

The Service continued to operate as a non-funded program of **ANFE Community Care**, aimed at supporting people in their home and easing the burden of physical labour.

The year started slowly as a result of **COVID-19** restrictions however once these eased the service saw an increase with **59 jobs recorded in October**.

When a circuit-breaker lockdown occurred in November service numbers were affected before picking up again in **March 2021** when **60 jobs** were provided, the most recorded in a single month of the year.

The program operated twice and occasionally three times per week while many inquiries were received throughout the year due to the Service's popularity in the community.

In total **600 jobs** were completed in this **Financial Year**, a noticeable **increase of 61 jobs** when compared to the previous year.

There was substantial demand for service despite competing with larger organisations who receive specialised funding for home maintenance and garden services.

The opportunity to secure funding grants in the future for this service will allow **ANFE Community Care** to continue to grow the program and expand what can be offered.

Martin Neagle

## ANFE Green - an initiative of ANFE Community Care



Servicing the community since 2016

**Summary of  
Financial Statements  
for the year ended  
30 June 2021**

# Summary of Financial Statements for the year ended 30 June 2021

## Board of Management

The names of the Board members in office any time during or since the end of the financial period are:

Remo Porcaro	<i>President</i>	
Jayne Ryan	<i>Secretary</i>	
Segaran Murugeson	<i>Treasurer</i>	
Ginil Fernandez	<i>Vice President</i>	
Frank Scarfo	<i>Board Member</i>	
Dubravka Blazevic	<i>Board Member</i>	resigned 14th April 2021
Lisa Nowak	<i>Board Member</i>	elected 20th January 2021
Teresa Leonardi	<i>Board Member</i>	elected 17th March 2021

## Principal Activity

The principal activity of Associazione Nazionale Famiglie degli Emigrati Inc in the course of the year were to promote the traditions, rights and dignity, language, culture, quality of life of the Culturally and Linguistically Diverse (CALD) community through the provision of quality, efficient and relevant aged and disability services.

## Significant Changes

No significant changes in the nature of these activities occurred during the financial year.

## Operating Results

The net result of operations attributable to the Association's activities was a surplus of \$240,518 (2020: surplus of \$84,142).

## After Reporting Date Affairs

No matters of circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

Signed in accordance with a resolution of the Board of Management.



Chairperson



Treasurer

## Statement of Financial Position

	2021	2020
	\$	\$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,068,449	810,314
Trade Debtors and Other Debtors	97,523	56,377
Prepayments	20,716	-
<b>Total Current Assets</b>	1,186,688	866,691
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	809,224	763,343
<b>Total Non Current Assets</b>	809,224	763,343
<b>TOTAL ASSETS</b>	1,995,912	1,630,034
<b>CURRENT LIABILITIES</b>		
Trade and other payables	55,367	101,616
Unexpended Grants	557,054	406,646
Borrowings	28,263	34,227
Employee Provisions	209,577	155,073
<b>Total Current Liabilities</b>	850,261	697,562
<b>NON CURRENT LIABILITIES</b>		
Borrowings	13,690	41,952
Employee Provisions	4,552	3,629
<b>Total Non Current Liabilities</b>	18,242	45,581
<b>TOTAL LIABILITIES</b>	868,503	743,143
<b>NET ASSETS</b>	1,127,410	886,891
<b>MEMBERS FUNDS</b>		
Retained Earnings	1,127,409	886,891
<b>TOTAL MEMBERS FUNDS</b>	1,127,409	886,891

## Statement of Surplus or Deficit

	2021	2020
	\$	\$
<b>Income</b>		
Recurrent Grants	1,094,103	1,066,047
Activity / Program Income	320,830	167,362
Donations	249	100
Interest	532	558
Gain of Sale of Asset	7,372	14,227
NDIS Income	302,768	209,474
Other	22,200	28,078
Other Comprehensive Income COVID 19	50,000	50,000
<b>Total Income</b>	<b>1,798,053</b>	<b>1,535,846</b>
<b>Expenditure</b>		
Direct Program Expenses	(162,382)	(148,079)
Operational Expenses	(91,304)	(82,896)
Employee Expenses	(1,103,977)	(1,180,323)
Employee Provisions	(55,427)	50,374
Depreciation expense	(40,966)	(25,598)
Interest Expense	(2,482)	(37)
Other Expenses	(100,997)	(65,145)
<b>Total Expenditure</b>	<b>(1,557,535)</b>	<b>(1,451,704)</b>
<b>Total Comprehensive income (loss) for the year</b>	<b>240,518</b>	<b>84,142</b>

## Statement of Cash Flows

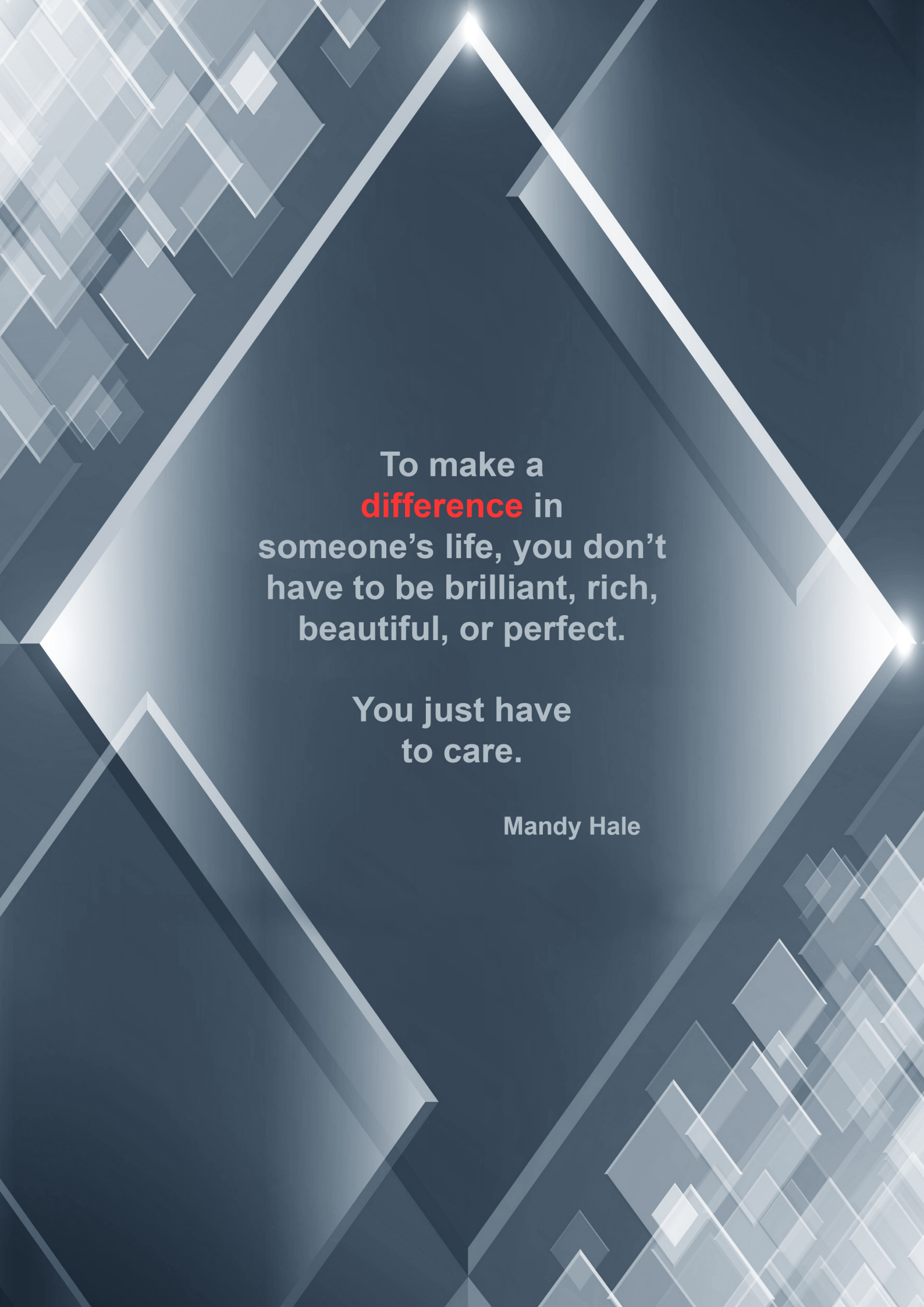
### CASH FLOWS FROM OPERATING ACTIVITIES

Receipts from Grants and Customers	1,899,409	1,867,439
Receipts from Interest	532	558
Payments to Suppliers and Employees	(1,528,106)	(1,413,548)
<b>Net cash provided by (used in) operating activities</b>	<b>371,835</b>	<b>454,449</b>

### CASH FLOW FROM INVESTING ACTIVITIES

Proceeds from Financing	-	79,861
Payment for plant & equipment	(86,846)	(78,229)
Repayments of Borrowings	(34,226)	(32,907)
Proceeds from sale of property, plant & equipment	7,372	14,227
<b>Net cash provided by (used in) investing activities</b>	<b>(113,700)</b>	<b>(17,048)</b>

Net increase (decrease) in cash held	258,135	437,401
Cash at the beginning of the year	810,314	372,913
<b>Cash at the end of the year</b>	<b>1,068,449</b>	<b>810,314</b>



To make a  
**difference** in  
someone's life, you don't  
have to be brilliant, rich,  
beautiful, or perfect.

You just have  
to care.

Mandy Hale

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