



Italian Australian Services *and*
Welfare Centre (NSW) Inc.



ANNUAL REPORT 2017

Our Mission

'We do things as they should be done'

Our History

In late 2015 CNA-Italian Australian Services and Welfare Centre Inc. was born in response to the changing nature of the Italo-Australian community located in Sydney's South-West. In the Fairfield-Liverpool region, over 25,000 people identify themselves as having Italian ancestry and the Italian language is regarded a community language in both LGAs.

Our Vision

We aspire to be recognised as a leading organisation for services to the Italian community in Sydney's South West. We are committed to respond to the changing needs of the greater multicultural community in our provision of care, support and essential services to ensure that every person is able to make a conscious and active social, cultural and economic contribution to Australia's vibrant and diverse society.

Our Values

Service: We strive for ongoing excellence in our community services and in the quality of relationships with customers.

Imagination: We foster creativity and innovation in our practices to ensure empathy and understanding.

Integrity: We stand for sound moral and ethical principles, taking responsibility for our actions and in a spirit of open communication.

Adaptability: We are conscious of the need to adjust to new conditions to meet new challenges and expectations.

CONTENTS

OurMission	[page 2]
Our Vision	[page 2]
Our History	[page 2]
Our Values	[page 3]
Section 1 – OrganisationOverview	
About us	[page 4]
Our people	[page 5]
Section 2 – Governance	
Structure &management	[page 6]
President's report	[page 7]
Patronato Activity Report	[page 8]
Care Services Activity Report	[page 9]
Marco Polo Italian School Activity Report	[page 10]
Section 3 – Our Finances	
Treasurer's report	[page 11]
Financial statements	[page 12]
Section 4 – Our other important information	
How you can help	[page 14]
Contact us	[page 15]

ABOUT US

The role of CNA-Italian Australian Services and Welfare Centre Inc. is to respond to the needs, experiences and hardships faced by of our ethnic Italian-Australian community and to include the broader multicultural society in creating a nurturing and fairer society.

There is no doubt about the great contribution made by Italian migrants to Australia. Some important issues however remain of great concern to our ethnic community. Italians are the fastest non-Anglo ageing community in Sydney's South West. The needs of older Italian Australians are varied and include healthcare, social interaction, isolation and language barriers.

Many Australian-born Italians are also increasingly challenged by a lack of Italian language and culture. The loss of connection with things Italian by second and third generation migrants is part of a greater historical trend.

A vast majority of hard-working Italian migrants who came to Australia in the 1950s and 1960s had not been exposed to quality educational opportunities. As such, many taught their children and grandchildren a dialect which in spite of its appreciation by scholars and researches, often finds no relevance in 21st Century Italy. Italian language and culture in Sydney's South West is therefore for us a primary focus.

While mass migration from Italy to Australia came to a halt by the late 1980s, a new wave of Italians are trying to make this country their new home. Younger Italians have sought to embark on an Australian experience, mostly by means of Working Holiday visas as they travel to explore the Great Southern Land in search for better opportunities. They are faced with questions regarding access to services, working rights and creating a sense of community.



OUR PEOPLE

Committeemembers

Name	Position	Dates acted
Giovanni Testa	President	16 Nov 2016 – 27 Nov 2017
Maria Capozzi	Vice President	16 Nov 2016 – 31 Dec 2016
Maria NesciSposari	Treasurer	16 Nov 2016 – 27 Nov 2017
Giammarco Testa	Secretary	16 Nov 2016 – 27 Nov 2017
AmbraMeloni-Okon	Member	16 Nov 2016 – 27 Nov 2017
Francesco Manitta	Member	16 Nov 2016 – 27 Nov 2017
Luigi Stivala	Member	16 Nov 2016 – 27 Nov 2017

Employees and Support Staff

Name	Position	Dates acted
Maria GraziaStorniolo	PatronatoEpasa (Manager)	16 Nov 2016 – 27 Nov 2017
AmbraMeloni-Okon (Permitted Appointment)	PatronatoEpasa	16 Nov 2016 – 27 Nov 2017
Giammarco Testa (Permitted Appointment)	Administration	16 Nov 2016 – 1 Aug 2017
Angela Greco	Administration Officer	1 Aug 2017 – 27 Nov 2017
Gabriele Lotà	Sportello Italia	16 Nov 2016 – 02 Nov 2017
Noemi Maria Calderone	Italian Tutor	18 Jul 2017 – 27 Nov 2017
Giuseppe Musmeci-Catania	Italian Tutor	18 Jul 2017 – 27 Nov 2017

Volunteers

Name	Position
Angelo Giammanco	Volunteer
Alberto Santucci	Volunteer
GuerrinoSperanza	Volunteer
Francesca Polito	Volunteer
Stella Casablanca	Volunteer
GiuseppinaAutieri	Volunteer
Maria Fantini	Volunteer
Francesco Vetrano	Volunteer
StefaniaVetrano	Volunteer
Maria Lopreiato	Volunteer
Bruno Lopreiato	Volunteer

STRUCTURE & MANAGEMENT

Overview

CNA-Italian Australian Services and Welfare Centre Inc. is a Not-For-Profit Organisation registered as a Charity with the Australian Charities and Not-for-profits Commission (ACNC).

The Organisation is governed by a Constitution and its legal entity is established according to the provisions set out in the Incorporated Associations Act 2010 (NSW).

The daily running of the organisation is delegated to a Management Committee of 7 members. The President is the legal representative and administrator of the Organisation.

The Annual General Meeting of the Association takes place in the month of November.

At the Annual General Meeting the members elect a Committee that is to serve for a single one-year term. Outgoing Committee members can stand for re-election.

Divisions

CNA-Italian Australian Services and Welfare Centre Inc. provides services in a diverse range of service areas. Each Division is headed by a Manager or Officer, who is responsible to the President and to the Management Committee on an ongoing basis:

- Patronato Epasa-Itaco
- Care Services
- Sportello Italia
- Marco Polo Italian School



SPORTELLO ITALIA
YOUR COMMUNITY'S HELP CENTRE



PRESIDENT'S REPORT



Dear Members and Friends,

As President CNA-Italian Australian Services and Welfare Centre Inc. it is with great pleasure that I commend to you the 2017 Annual Report.

Over the last year, our Organisation has archived a number of important results and we are set to make our growing presence better suited to the individual needs of our ethnic and multicultural community in Sydney's South West.

First and foremost, we have grown in the delivery of Patronato services to the Italian community, providing special support with foreign pensions and welfare claims.

This year, Epasa-Itaco services were accessed by over 1000 patrons and we are proud to say that the community has found our services very handy and highly professional at all times.

In 2017, we have increased the number of seniors attending our Day Care Centre at Carnes Hill. To cope with the rising demand, we will be purchasing another minibus to improve transport and participation. The new minibus service will be operative from 2018.

SportelloItalia has also been a useful point-of-contact for young Italian migrants coming to Australia in 2017. Given the recent changes to the Migration Act which took effect last July, the Committee had to reconsider the need for a

guest house and this service will not continue into 2018.

Our Marco Polo Language School has also developed greatly in the last twelve months. It began last year as a pilot project and it has to this day delivered Italian classes for children and adults, three days a week, to 25 students. Classes take place at Centro Italia in Bossley Park and at the Community Centre in the suburb of Greenway Park.

2017 has also given us the opportunity to print and distribute a quarterly and free-of-charge newsletter titled "Allora!" Our newsletter has been well received and successful among the community.

Even if we have achieved excellent results this year, we remain a growing organisation. For this reason, we must strive to give our best and guarantee quality and continuity in the delivery of community services into the future.

I take this opportunity to thank all members, the Committee, our valued volunteers and most importantly our patrons for their support. Your participation and assistance as individuals and as a group has allowed CNA-Italian Australians Services and Welfare Centre to succeed and receive a number of prestigious awards.

We are also especially thankful to Liverpool City Council for their trust, financial assistance and ongoing support in all our projects, particularly the Day Care Centre and the Marco Polo Language School.

We hope you find this Annual Report a useful document in showcasing the work of our organisation for 2017 and we urge you to please share our Annual report with colleagues and other interested parties.

Giovanni Testa

President

SECTION 2

GOVERNANCE

PATRONATO ACTIVITY REPORT



2017 has been an exceptional year for our PatronatoEpasa-Itaco. We can truly say to have exceeded in all our expectations.

Since our birth in 2015, we have attempted to capitalise on successes and restructure ourselves with the ongoing changes occurring in Italy with respect to INPS and the broader provision of social security services.

Over the last twelve months we have reported an increase of 15-20% in the number of claims processed, particularly Survivor and Age pension claims.

Our success has been possible due to a number of factors. Firstly, our staff has participated in professional development delivered through the Epasa-Itaco offices in Rome. This has ensured progressive updates in the latest social security changes. Also, we have improved on our communication methods with Citi in dealing with debts and lateness in pension payments.

In addition, we have invested in marketing and advertising through an in-house printing system. This has been of great assistance to getting patrons to know us and the services we are able to deliver.

We have continued to offer our Mobility Home scheme for those seniors in our community who cannot travel to one of our service centre. The scheme ensures that one of our dedicated staff is able to assist the pensioner at their home for their Life Certificate and Income declaration.

All we have achieved this year has been thanks to the support of the Committee, staff and volunteers that help us to better coordinate and deliver our services.

2018 is also expected to be a year of growth, with possibly the opening of new service centres to cater for demands of our pensioners.

Maria GraziaStorniolo

Manager

CARE SERVICES ACTIVITY REPORT



Over the last year, Care Services has made marvellous progress in the delivery of services to over 2000 seniors and carers across our community.

In October last year, we moved our Day Care Centre from the small premises at Bossley Park to the state-of-the-art facilities at the Carnes Hill Recreational Precinct.

We have attempted to better coordinate the Day Care on a weekly basis. We have reviewed and improved schedules and enhanced our attention to details. Many challenges related to pick-up times of patrons and punctuality of volunteers are slowly getting better.

It is beautiful to see how the division and the overall care program are flourishing despite limited resources. It has been difficult to sustain the Day Care having only one minibus and we hope that by 2018 transport will become available for a greater number of participants.

The enthusiasm of our volunteers over the last twelve months has been commendable. From

our drivers to our kitchen helpers and to other activity support provided by so many carers who attend our Day Care Centre with their senior relatives. Without them, the Care Services Division perhaps would not exist.

Our seniors have also welcomed our monthly outings. For them, this has been a great opportunity to know each and to establish mutual support and connections in a diverse environment. In 2017, over 200 seniors took part in excursions and outings to a number of locations, including the Wollongong Food Safari, the Warragamba Dam Experience Tour, the Chestnuts Day Outing, and other cultural trips.

Lastly, I would like to thank Ms Maria Capozzi, our inaugural President of the Care Services working sub-committee, for sharing with us her vast experience in the care sector. We are grateful for her encouragement, support and commitment.

Ambra Meloni
Coordinator

MARCO POLO LANGUAGE SCHOOL ACTIVITY REPORT



One year later, we can appreciate the significant impact our Italian classes are having on the community, both on children and adult learners.

The Marco Polo Project began in 2016 with the intent of establishing Italian lessons at Bossley Park. I can still remember the first few students who timidly asked to be enrolled and it was such a pleasure to note that Italian could be a meaningful vehicle for promoting and enriching language in our society.

In Term 3, 2017 we enrolled 14 students in our school. A class was dedicated to young learners attending primary school and another comprised secondary school students and adult learners.

The Marco Polo Language School has been a growing success in 2017. While classes have only been effectively running for just about two terms, there is an increasing number of interested people that for a variety of reasons, such as travel, background or leisure wish to learn Italian.

At the school we have been fortunate to find dedicated teachers. At present, there are four classes and 25 students enrolled in our courses. It is our intention to reach 50 students by Term

2 in 2018. We operate from two separate locations: Centro Italia in Bossley Park and the Community Centre at Greenway Park.

Classes have been running on Tuesdays, Thursdays and Saturdays to cater for the needs of all our learners and ensure that we are able to provide a quality and professional service.

2017 also marked the launch of our Marco Polo College Project. I am thankful to the Committee of the Organisation for having invested time, effort and commitment into the establishment of a K-12 bilingual college in Sydney's South West. It will be a challenging, yet rewarding project which we hope will be operative in 2-3 years from now.

I also take this opportunity to thank the Committee, teachers, students, parents and friends of the Marco Polo Language School for their ongoing support through this initial times.

A special mention also to the staff of Liverpool City Council for their assistance with the Greenway Park Community Centre.

Giammarco Testa
Course Coordinator

TREASURER'S REPORT



2017 has been a growing year for the Organisation. Financially, we have managed to make good use of funding and resources to better serve our community.

Our main source of funding remains attached to the Patronato. We are grateful for the trust that Epasa-Itaco has placed on us to continue delivering services to our community.

In the past twelve months we have increased our staff to include an administration assistant to better deal with the ongoing reporting and general legislative requirements.

We are grateful to a number of stakeholders for their ongoing support to ensure that we have remained a viable organisation. Above all, the community which has participated actively in many events and fundraisers.

Our most successful event has been the Annual BBQ at Scalabrini Austral. The community has demonstrated that they wish to see our organisation continue providing quality services to young and seniors in Sydney's South West.

Liverpool City Council has also funded our "Senior Life Better Life" Program with \$13,800. The funding has been instrumental in purchasing equipment, materials and maintaining the costs for managing the project.

Future growth in terms of finance will involve the purchase of a second mini-bus for the Day

Care Centre and updating equipment with times.

I thank the Committee, staff, patrons and volunteers for their hard work over their last twelve months and I wish the organisation a successful 2018 with future prospects for growth and consolidation.

Maria NesciSposari
Acting Treasurer

CNA - Italian Australian Services Incorporated
Income and Expenditure Statement
For the year ended 30 June 2017

	2017	2016
	\$	\$
Income		
Services Income	370	2,710
Memberships	650	990
Fundraising	20,091	7,847
Government Grants - Italy	118,351	58,395
Care Services	17,340	975
Donations	11,270	2,800
Rents received	99,499	11,090
Total income	267,571	84,807
Expenses		
Accountancy	2,080	-
Administration Expenses	-	174
Advertising and promotion	1,731	650
Bank fees and charges	3	-
Cleaning/rubbish removal	79	-
Computer Software	541	1,764
Consultants fees	9,773	12,265
Depreciation	10,689	3,088
Electricity	4,708	38
Filing fees	148	-
Food	18,521	-
General expenses	337	813
Hire/rent of Plant & Equipment	3,739	256
Insurance	1,493	447
M/V car - Fuel & oil	2,019	-
M/V car - Rego/Insurance	2,552	-
M/V car - Repairs	1,238	-
Parking	-	16
Postage, Printing & stationery	4,689	3,897
Rent on land & buildings	88,534	12,480
Repairs & maintenance	18,905	829
Superannuation	3,517	1,216
Telephone	4,484	1,007
Translation Services	893	2,630
Travel, accom & conference	481	-
Uniform Expenses	405	772
Wages	67,843	13,220
Workers Compensation	1,269	1,305

These financial statements are unaudited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

CNA - Italian Australian Services Incorporated
Income and Expenditure Statement
For the year ended 30 June 2017

	2017	2016
	\$	\$
Total expenses	250,672	56,867
Profit from ordinary activities before income tax	16,899	27,940
Income tax revenue relating to ordinary activities	-	-
Net profit attributable to the association	16,899	27,940
Total changes in equity of the association	16,899	27,940
Opening retained profits	27,940	-
Net profit attributable to the association	16,899	27,940
Closing retained profits	44,839	27,940

**These financial statements are unaudited. They must be read in conjunction with the attached Accountant's
Compilation Report and Notes which form part of these financial statements.**

HOW YOU CAN HELP

Become a member

Get involved in shaping our organisation's future by becoming a member. As a member you can receive invitations to hear more about our work and take part in events promoted and organised by CNA-Italian Australian Services. Membership is open to any Australian resident over 18 years of age who agrees to adhere to the articles set out in our Constitution.

Volunteer your time

CNA-Italian Australian Services and Welfare Centre Inc. offers a number of volunteer options, including General Office Assistance, Grant Writing, Education Support and Day Care Centre Volunteer.

Leave a bequest

For many of our clients, the struggles of isolation and the complexities of modern society mean that they continue to be faced with challenges in adjusting to an active life in the local community, overcoming loneliness and preventing the possibility of debilitating physical and psychological effects. By leaving a gift in your Will, you will be investing in and helping to transform the lives of our ageing multicultural community for years to come.

Make a Donation

CNA-Italian Australian Services and Welfare Centre Inc. is a registered charity. Your donation will allow us to continue the good work we do with seniors in some of the most marginalised communities, who may need a great deal of diverse personal care, or just some occasional company from a volunteer.

Other ways you can help our organisation

If you would like more information about how you can help, please ring our office on (02) 8786 0888 or email administration@cnansw.org.au.

CONTACT US

Head Office

Centro Italia
1 Coolatai Crescent,
Bossley Park NSW 2176
Telephone: (02) 8786 0888

Austral Service Centre

Scalabrini Village,
65 Edmondson Avenue,
Austral NSW 2179
Telephone: 0450 233 412

Carnes Hill Day Care Centre

600 Kurrajong Road,
Carnes Hill NSW 2171
Telephone: 0450 233 412