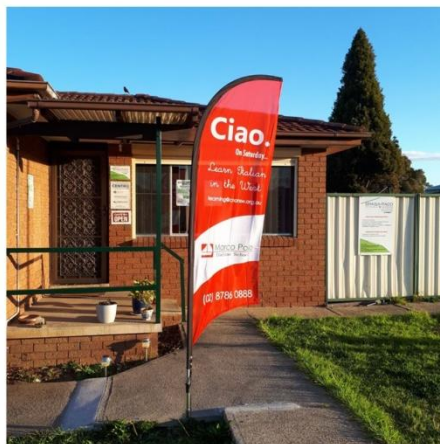




Italian Australian Services *and*  
Welfare Centre (NSW) Inc.



ANNUAL REPORT 2018

## Our Mission

*'We do things as they should be done'*

## Our History

On 22 November 2015, CNA-Italian Australian Services and Welfare Centre Inc. was established in response to the changing nature of the Italo-Australian community living 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.



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## 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 as to the extraordinary 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 which continues to develop.

The 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

### Committee members

Name	Position	Dates acted
Giovanni Testa	President	28 Nov 2017 – 26 Nov 2018
Giuseppina Cavallaro	Vice President	28 Nov 2017 – 26 Nov 2018
Maria Nesci Sposari	Treasurer	28 Nov 2017 – 26 Nov 2018
Stella Maimone	Secretary	28 Nov 2017 – 26 Nov 2018
Giuseppina Auteri	Member	28 Nov 2017 – 26 Nov 2018
Terese Gerges	Member	28 Nov 2017 – 26 Nov 2018
Francesco Manitta	Member	28 Nov 2017 – 26 Nov 2018

### Staff Members

Name	Position	Dates acted
Noemi Maria Calderone	Marco Polo School	18 Jul 2017 – 27 Nov 2017
Fiorella Costantini	Administration	30 Aug 2018 – 26 Nov 2018
Gianna Di Genua	Marco Polo School	10 Feb 2018 – 26 Nov 2018
Maria Laguzza	Marco Polo School	6 Feb 2018 – 26 Nov 2018
Ambra Meloni-Okon	Patronato Epasa	28 Nov 2017 – 26 Nov 2018
Giuseppe Musmeci-Catania	Marco Polo School	27 Nov 2017 – 1 Jun 2018
Maria Grazia Storniolo	Patronato Epasa	28 Nov 2017 – 26 Nov 2018
Giammarco Testa	Administration	28 Nov 2017 – 26 Nov 2018

### Volunteers

Name	
Concetta Corte	Venera Maimone
Luigi Fantini	Maria Pezzano
Maria Fantini	Maria Pezzinni
Angelo Giammanco	Alberto Santucci
Giuseppe Grasso	Guerrino Speranza
Nina Grasso	Francesco Vetrano
Bruno Lopreiato	Stefania Vetrano
Maria Lopreiato	

### Accountants & Auditors

Name
Di Scala Consulting Services Pty Limited

## 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:

Division	Services	Management
	Social Security advocacy and support services, including Italian pensions, Life Certificates and Justice of the Peace Services	<b>Maria Grazia Storniolo (Manager)</b>
	Centre-based Day Care program and socialisation/wellbeing activities for Seniors	<b>Ambra Meloni-Okon (Coordinator)</b>
	Public Administration Services with Italian Government and support information for migrants	<b>Giovanni Testa (Acting)</b>
	Italian classes for students K-12 and Adults Learners, Certification of Italian Language Proficiency	<b>Marco Testa (Director of Learning)</b>

## PRESIDENT'S REPORT



Dear Members and Friends,

I am grateful for all the support that so many in our community have given to CNA-Italian Australian Services and for another year of great success. We have reached many new targets and it is an honour to acknowledge all members, staff, volunteers and friends, without whom much of what has been achieved would not have been possible. We have worked hard in maintaining our established four divisions: Patronato Epasa-Itaco, Care Services, Sportello Italia and the Marco Polo Italian Language School.

The demographics of the Italian community in NSW is rapidly changing. Despite this natural trend, Patronato Epasa-Itaco has maintained a substantial number of points to support an expansion into the 2018-2019 financial year. Patronato Epasa-Itaco continues to be a point-of-focus for over 1000 patrons and the professionalism of our management has been second to none.

Our Care Services division has continued to deliver a Day-Care for seniors on Wednesdays at the Carnes Hill Community and Recreation Precinct. The purchase of a second minibus has helped to stabilise our number of participants to 35-50 on a weekly basis. Families and carers have appreciated the care and support we are providing to their senior relatives. We surely are making a difference in our local community.

I would like to thank the Father Atanasio Gonelli Charitable Fund for a contribution of \$3,000 toward the purchase of our new minibus. I also would like to especially acknowledge the Federal Member for Werriwa, Ms Anne Stanley MP for supporting our grant application for the Commonwealth Stronger Communities Programme. The organisation received a grant of \$18,980.00.

In 2019, we are set to replace our smaller people mover. I thank the State Member for Liverpool, Mr Paul Lynch MP and the Member for Camden, Mr Chris Patterson MP for their support in our application to the Community Building Partnership Program. We were able to obtain a partial grant of \$12,980.00 for the purchase of the new minibus. The remaining amount will be raised through a Guessing Competition. Tickets are on sale until our Christmas Party on 19 December 2018. You may be the lucky winner of a holiday for two to the Fiji Islands.

Our volunteers at the Day Care Centre are an exceptional force. They have prepared over 2,500 meals in the last year. Funding of the *ActiveAge Network Program* by Liverpool City Council has been essential in allowing our services to run, together with additional fundraising events such as the Italian Food Fair, Bus Trips and special celebrations throughout the year. Make sure you access a copy of our calendar from our website to stay up to date with our rich selection of activities.

Our Sportello Italia division has gone through some changes over the last year. As I stated in my previous report, the organisation no longer operates the emergency accommodation for new migrants located in Ashfield. Instead, the division will continue to focus on the provision of administrative services for those in our community that require dealing with Italian authorities and public administration in Italy.

Lastly, the Marco Polo Language School has been a tremendous success. We have reached an agreement with the University of Siena to be accredited as an exam centre for the certification of Italian as a foreign language. We have also received a one-off establishment grant of \$2,500 under the Community Languages Schools Program and \$1,000 from the Italian Consulate of Sydney for the purchase of educational resources.

As I present to you our Annual Report, I also exhort you to really reflect on all the work CNA-Italian Australian Services has been able to carry forth in just 12 months. We remain a small organisation, based on the hard work of volunteers. Please share this Annual report with friends, colleagues and other interested parties your community.

**Giovanni Testa**  
President



## PATRONATO ACTIVITY REPORT



The current year has been yet another year of growth for Patronato Epasa-Itaco in NSW. This is especially rewarding to say when considering that age pensions are significantly reduced due to a decrease in the number of Italians who are reaching retirement age and qualify for an overseas pension.

Our main marketing strategy has proven to be an effective one and so have been our follow-up approaches to ensure new pension claims are activated with INPS. We are able to identify potential survivor pension claimants and provide them with a home visit service. This has led to an increase of 20% in the number of survivor pensions which Patronato Epasa-Itaco has dealt with.

The number foreign pension recipients visiting our offices to submit their life certificate with Citi has also increased. Our service in retirement villages and other care facilities across Sydney has also been welcomed by many new pensioners who have come to know our patronato throughout the year. As a result, the number of REDD Est income declarations has increased considerably. Ensuring that any concern is promptly addressed is main priority in all that we do.

This financial year has also featured new ways of dealing with pension claims and related matters. A process of digitalisation is currently underway in many facets of our work, especially in the lodging of Life Certificates, REDD Est income declarations. This has reduced the amount of issues faced by patrons in receiving their entitlements.

Our operators are registered with INPS and Citi to ensure a fast, reliable and efficient transmission of data and forms via dedicated online portals.

In addition, we have participated in monthly conferences organised by Patronato Epasa-Itaco in Rome to support the work of foreign offices. One new service delivered as a result of the conferences is an after-hour help desk to support any claims and issues faced pensioners living overseas.

A closer relationship has been established with Centrelink to support for the lodgement of pension claims to the INPS office in Ancona. This office is responsible for processing pension claims from Australia. Greater cooperation has ensured a reduction in the waiting periods from the time an application is lodged.

I would like to especially thank my collaborators for supporting the many initiatives we have rolled out this year. Our services are becoming more and more professional and reliable for the community. I also acknowledge the support and trust of our Head Office in Rome for providing the necessary funding under our agreement. These funds ensure that social security services continue.

The primary goal for next year is to improve the quality of our services by introducing new initiatives which expand beyond the sole area of social security. A range of diversified services can help boost our expertise, contribute to our growth as well as allow Epasa-Itaco to open up new offices in the Sydney metropolitan and in other regional areas.

**Maria Grazia Storniolo**  
Manager



## CARE SERVICES ACTIVITY REPORT



Progress at our Day Care Centre has been visible over the last year. We have been fortunate enough to increase our weekly participation to 30-50 seniors, thanks to the availability of a new minibus. A big thank you to our volunteers for their support and effort, in making sure our seniors are well looked after, arrive on time and are given with the best possible experience on an ongoing basis.

The Day Care service operates once a week, on Wednesdays. Carers and relatives continue to express their appreciation for all that we do. Over the last year, we have implemented a variety of new activities together with the traditional bingo, including bowling competitions, hoi games, gentle exercise and walks around the precinct to ensure that participants are exposed to a range of tasks, while feeling the value of community facilities available to them.

Care Services has also been working with other service providers to ensure a greater number of people can benefit from the program offered at Carnes Hill. This has been particularly successful in our relationship with Scalabrini Village, Austral. Residents from the village now form an active group of participants who enjoy the socialisation and experiences offered by us.

Our seniors have enjoyed outing experiences this year. We were able to organise two very exciting day-trips to Warragamba Dam and Kiama. We have also introduced a quarterly film day, to allow our seniors to reminisce but also to engage with some more modern Italian film. These have been very popular and we anticipate having more in the next year.

While we try to ensure a smooth running of all processes during our Wednesday program, it is important that everyone of our volunteers knows exactly the expectations and high standard that we strive to maintain. We are proud of our Day Care Centre and so are the members of our community. As a result, we will implement new guidelines to ensure our existing policies are clearly understood and become visible in all that we do.

I would also like to take this opportunity to welcome more seniors to our Day Care centre as we prepare to purchase another minibus dedicated to serving communities that live further away from our area. We feel that many of those who live far away have contributed so much to our program through volunteering and committing to long travel, so it is only appropriate that we make available in the new year a transport service. We will endeavour our very best to not fall short of this promise.

**Ambra Meloni**  
Officer

## MARCO POLO LANGUAGE SCHOOL ACTIVITY REPORT



Marco Polo Italian Language School has much to celebrate in the current financial year. Our overall school numbers have increased with 25 students in the K-12 classes, with constant attendance throughout the entire school year. An increase in the number of students in our adult classes is now our short-term challenge. While the number of enrolments of adult learners were also on the rise, retention for an entire year has been hindered by work commitments, travel and the taking up of different leisure or learning activities.

The school continues to deliver lessons at Bossley Park in the premises of Centro Italia, 1 Coolatai Crescent and at Greenway Park Community Centre, Greenway Drive, on Tuesdays, Thursdays and Saturdays. For more information and class times, please consult our website [www.cnansw.org.au](http://www.cnansw.org.au).

In the last 12 months working together, we have been able to attain two main strategic goals. These are set to drive our school into the future and ensure our contribution to the teaching and learning of Italian in a contemporary, professional and effective manner.

Firstly, the recognition of our school as an CILS examination centre for the *Certificazione di Italiano come Lingua Straniera*. CILS is a qualification offered by the Foreigners University of Siena for foreign speakers of the Italian language, recognising various levels of language proficiency. The qualification is recognised by the Italian Ministry of Foreign Affairs and is often used to grant acceptance in any Italian university or higher education institution in Italy. The first cohort to undergo the examination at our new centre is expected for 2019.

The second goal we have been able to achieve is to be accredited with the Community Language School Program administered by the NSW Department of Education. We were pleased to welcome to our

school the Department's Program Education Officer, Mr Alex Di Prinzio, who was amazed by the great work and the professional preparation of our teachers. As a result of the accreditation, the school has been granted an initial contribution of \$2,500 to help with running costs. From next year, the school is also eligible to apply for per-capita and special-purpose grants.

We also thank the Consul General of Italy in Sydney, Dott. Arturo Arcano, for supporting the purchase of much needed textbooks and educational resources, with a special contribution of \$1,000.

Our long-term goal remains the creation of a K-12 Italian College in the South West. This project is central to maintaining and constantly renewing our heritage and our being Italian for generations to come. I feel, however, that in many respects, our ethnic community in the south west is more concerned with the here and the now than think about the potential of what is to come. Perseverance is key!

This financial year also we celebrated the XVII Edition of the Week of Italian Language in the World with a screening of *Pinocchio* (2002) by acclaimed Italian actor and film director Roberto Benigni. The film responded to this year's theme: "Italian at the Cinema, Italian in the Cinema."

The school has also launched an online network in the form of a Facebook group named *NSW Italian Teachers Online*. This platform is being used to share important news, provide updates on our activities, upload new resources and support the teaching of many educators.

I would like to take this opportunity to thank the teachers of Marco Polo Italian Language School. Your dedication and care for your students has been commendable and a source of inspiration. I also acknowledge those teachers who have left us during the year and the visiting teachers who have taken some of our classes when needed. Your support has not gone unnoticed.

**Giammarco Testa**  
Director of Learning

## TREASURER'S REPORT



Financially, CNA-Italian Australian Services has maintained a steady growth and satisfactory progress over the past financial year. While we are still a small and a new organisation, we are a testimony of what commitment and unity can bring to address the needs of our community.

As I noted last year, our main source of income has been reliant upon the delivery of patronato services on behalf of Epasa-Itaco in Italy. With our agreement remaining in place, we ensure that around \$100,000 is injected into our budget. Under Italian Law, however, these funds cannot be spent for any other purpose other than patronato services.

The forecast in funding from Epasa-Itaco for the next financial year is expected to decrease in order to account for cuts in overseas government funding to patronato agencies. Epasa-Itaco is also engaging in a transformative process to deliver a number of fee-paying services so as to be less reliant upon overseas government contributions.

Overseas grants have not been the only source of income for the current year and more avenues are progressively established to ensure that grants and contributions are received locally. We thank Liverpool City Council for funding our *ActiveAge Network Program* with \$15,000. The funding has ensured the permanence of the Day Care centre and has helped in purchasing equipment, materials and with general running costs.

Our social gatherings have also contributed to supporting our financial situation. I thank all volunteers, staff, members, friends and our exceptionally generous sponsors for this. The Annual Gala Lunch in 2017 raised \$7,840. This was by far the best result in a single event in the financial year.

Future financial planning is expected to include the purchase of an additional minibus to serve more participants to the Day Care Centre and the setting of grounds for the acquiring of some form of fixed asset, to secure the organisation's prospects of success and continuity into the future.

While I remain both a Foundation Member and have been the Foundation Treasurer of this organisation, I am conscious of the fact that there may be a need for a new member to take on the role. I am ever grateful and would like to personally thank the President for having done much of my work in the administration of the finances of the organisation. The President has ensured continued and sound financial management as, unfortunately, my personal health has been my primary concern in the current financial year.

**Maria Nesci Sposari**  
Treasurer

**CNA - Italian Australian Services Incorporated**  
**Income and Expenditure Statement**

Income and Expenditure Statement will be supplied to members upon request.

For the ACNC's 2018 Annual Information Statement

visit [www.acnc.gov.au](http://www.acnc.gov.au)

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**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.**



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## 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](mailto:administration@cnansw.org.au).



## **CONTACT US**

### **Visit one of our centres:**

#### **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

#### **Five Dock Service Centre**

Elite Partners Five Dock,  
72d Great N Rd  
Five Dock NSW 2046  
Telephone: 0450 233 412

#### **Carnes Hill Day Care Centre**

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

### **Send us an email:**

#### **Head Office -Administration**

[administration@cnansw.org.au](mailto:administration@cnansw.org.au)

#### **Care Services**

[careservices@cnansw.org.au](mailto:careservices@cnansw.org.au)

#### **Patronato Epasa-Itaco**

[patronato@cnansw.org.au](mailto:patronato@cnansw.org.au)

#### **Sportello Italia**

[sportelloitalia@cnansw.org.au](mailto:sportelloitalia@cnansw.org.au)

#### **Marco Polo Language School**

[learning@cnansw.org.au](mailto:learning@cnansw.org.au)