



 **Bene**
AGED CARE *Italian-Style*

Annual Report

2013 - 2014



ITALIAN
BENEVOLENT FOUNDATION

Celebrating 40 years

1974
2014







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Chairman & Chief Executive Officer's Message

The 2013/2014 financial year was a strong year for us across all of our business units with a turnover of \$26 million that provided a surplus of \$814,000 and a \$10 million increase in our net assets to \$33 million. All of our service operations maintained full accreditation throughout the financial year.

Bene currently employs over 550 employees and 126 volunteers in South Australia providing care to 282 residential care clients and to over 1,050 home and community care clients. We are currently the 13th largest residential care and the 11th largest community care provider in South Australia.

Bene has commenced along the path towards self-insurance for our worker's compensation insurance which will provide financial benefits whilst enhancing employees work health and safety.

Bene will continue to invest in the training and development of our staff to complement our objective of continuous improvement in the delivery of care services.

We would like to thank the Board of Management, Executive Management, staff, volunteers and fundraisers for their ongoing commitment to Bene in delivery of quality care to our residents and clients as Bene celebrates its 40th year of operations.

We look forward to another successful year ahead enhancing and expanding our services to our ageing community.

Bene's Highlights for 2013/2014

- Domus Operosa at Burton received full accreditation in September 2013.
- A full re-branding of IBF to BENE – Aged Care Italian Style was undertaken in May 2014.
- Provided additional resources in our admissions structure to manage the additional 50 beds at St Agnes resulting in higher occupancy levels across all sites.
- Implementation of a new staff induction and training system.
- Implemented new systems to address the Aged Care Reforms effective from 1 July 2014, including the My Aged Care Website and accommodation bond pricing.
- Campbelltown Nursing Home received a \$10,000 grant from the State Government to enhance its information technology.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer



Introducing a New Name to Adelaide Aged Care

This year there have been some exciting changes occurring, which we hope will reinforce everyone's confidence in our venerable not for profit organisation.

What changed?

In 2013 our Board made a joint and unanimous decision to adopt separate names for the charitable, fundraising side of our organisation and the operational entity that offers the services we deliver.

This was a very practical division of our functions, as well as offering us outstanding marketing opportunities along with a fresh new style for our presentation and promotion.

Firstly, the Italian Benevolent Foundation SA Inc. continues as the name associated with the overall administration of the entire organisation, whilst also driving the fundraising and essentially charitable works.

Secondly, the Foundation has now packaged all the aged care services we provide under a new trading or brand name.

Bene: Aged Care, Italian Style.

As many already know, Bene is the Italian word for well, as in 'I feel well', as well as nicely, OK and right.

But it can also mean good.

Indeed, Bene also comes straight out of our Foundation's name, as well: Italian **Benevolent** Foundation.

As can be seen in this Annual Report, Bene is represented by a bright new logo and a modern, professional look, which continues to be rolled out right across the organisation.

The logo adopts a part of the Foundation's bell and the type is presented in blue, something that's synonymous with healthcare.

The catch cry created for Bene – Aged Care, Italian Style represents our essential differences: the food, the passion, the respect and love of family, for all the people cared for by our organisation.

More than that, it also suggests a new sense of style we are introducing to our workplaces and our clients homes.

What's not changing?

Apart from clearly identifying the roles of our two entities and providing us with a great new marketing opportunity, there has been no change in the not for profit status of the organisation, its constitution or any of our principles, and the board is united in its enthusiasm for this development.

Proudly, the Foundation also retains the bell logo and our historic motto, albeit in a smart new form, that also recognized our 40th Anniversary this year.

Why change?

After 40 years, change is never easy.

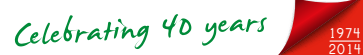
However, even a not for profit organisation like ours needs to evolve and improve just as much as any other successful business. After all, aged care is a highly competitive market sector.

We need to stay ahead of the game commercially and compete against many other aged care providers, and it is our responsibility to stand up and stand out.

Because the more successful we are, the more good we can all do.

As the new brand continues to be presented throughout the organisation and more into the public domain, we know it will create even more excitement.

Long term, we're sure it will be something that makes everyone even more proud and inspires us to continue to carry on our good work each and every day.





annual report

CONVENIENT
LOCATIONS

2013 - 2014

Residential Aged Care Services

Our organisational rebranding exercise is progressing. Bene Aged Care continues to focus on providing quality aged care to 282 residents over our three sites in its fortieth year of operation.

A review of our admissions process, including additional hours, has dramatically helped to fill the beds at the Italian Village and improve our occupancy at all sites. The average stay by residents at our facilities is 2.4 years. The oldest resident at Campbelltown is 99 years old, Domus Operosa's oldest resident is 98 years old and the Italian Village almost has a supercentenarian at 109 years of age.

We continue to focus on recruiting and employing Italian speaking staff when possible but applications continue to be scarce. Residential Care has employed 13 Registered Nurses, 8 Enrolled Nurses, 5 lifestyle workers, 61 care workers and 12 kitchen workers during the financial year. A new Manager and CNC team commenced at Domus Operosa. Our total staff is approximately 359 dedicated employees.

On the 2nd and 3rd of September 2013 we had a successful Re-Accreditation Assessment at Domus Operosa where we achieved 3 years accreditation. The Quality Agency visited all three residential sites during 2013/2014. Successful external government auditing affirms Bene's vision to enhance the wellbeing and quality of life for older people from Italian and other communities in our care.

Supporting our care and allied staff, Bene residential has a large band of wonderful and valuable volunteers. We have 44 volunteers at the Italian Village, 7 volunteers at Campbelltown and 12 volunteers at Domus Operosa. These people who are so generous with their time, contribute their goodness and work unselfishly, without seeking any rewards. We at Bene sincerely appreciate all that volunteers do for the organisation and at personal levels – for our residents. We would also like to acknowledge the work done by our Fundraising Committees that has resulted in the purchase of items that greatly enhance the wellbeing of those living in our Residential Aged Care Facilities.

Some of the major residential projects that have been undertaken in 2013/2014 are:

- The completion of the landscaping and car park project at the Italian Village.
- The review of our Orientation and Induction program has reached trial phase.
- Electronic clinical documentation software integration is now complete.
- Performance Management Training and Software.
- Introduction of a clock-in system for employees.

Our focus for the next financial year

Bene will plan how to manage residents who enter permanent care after 1 July 2014 who have multiple user pay options. We will need to support these people, and their representatives, entering aged care and facing an even larger daunting amount of paper work and decisions to be made at an already stressful time. With the removal of the high and low care levels we will be monitoring residents care needs and balancing our staff numbers and skills mix. This will include a review of clinical staff at the Italian Village. Re-accreditation of two sites have been scheduled: Campbelltown in December 2014 and the Italian Village in March 2015. A focus has commenced at all sites on improved lifestyle programs.

We will be holding a celebration at each site at Christmas which will include acknowledgement of Bene's fortieth year providing aged care services.

Ruth Ryan
Director of Residential Aged Care



Community Care

During 2014, the Community Care programs have provided services to over 1,300 clients, via the delivery of Home Care Packages, HACC Low Level Services, Veterans Home Care, Brokered Services, Centre Based Services, National Respite for Carers, Carers Education & Support, Community Visitors Scheme, Pronto program and Life Foundation program.

In 2014 the Home Care Programs provided services to over 745 clients, with over 70% of clients from an Italian or CALD background.

Home Care Packages Program

(Italian Village Support Program – 5 Level 1 and 10 Level 2)

These packages are operating under the new Home Care Packages Program, which have replaced the former Community Aged Care Packages and Extended Aged Care at Home packages. Under the Living Longer, Living Better aged care reforms, these new packages are provided as Consumer Directed Care, giving clients more choice and flexibility in their care. Clients are able to choose how, when and by whom their care is delivered. Over the next year all former packages will be transitioned to Consumer Directed Care and clients will be provided services under this new model of care.

Home Care Program

Incorporates the following programs: Community Aged Care Packages, Extended Aged Care at Home Packages, Home & Community Care Casamica Low Level Services, Veterans Home Care Program & Brokered Services.

Centre Based & Social Programs

Incorporates the following programs: National Respite for Carers Programs (Allegria – Renown Park, Benvenuti – Burton, Oggi Con Noi – St Agnes), HACC Healthy Lifestyle Dementia Programs (St Agnes & Renown Park), HACC Passatempo programs (Glandore, Hove, Marion, Findon, Unley) HACC Con Te Program (weekend social program), Life Foundations - Volunteer Home Visiting Program & Pronto - Volunteer Telephone Support Program.

Community Aged Care Packages - 166 Packages

(Italian Village Support Program, Casamica Program, Caring Aboriginal Program)

- 166 clients were in receipt of a Community Aged Care Package (CACP).
- 112 clients are from an Italian background, 20 clients are from an Aboriginal background, 8 clients are from other diverse CALD backgrounds and 26 clients are Australian born.
- 30 clients that were discharged from the program.
- Client's ages range from 60 years to 102 years of age, with the average age being 89 years. The length of time that clients received services from Bene ranges from 16 years to 3 weeks.
- Services comprised of Personal Care 45%, Home Help 30%, Transportation to medical appointments, shopping and social activities 15%, Allied Health 5% and Home & Garden Maintenance 5%.

Extended Aged Care at Home Packages - 27 Packages

(Adelaide Senior Citizens Village Program, Casamica Program, EACH Aboriginal Program)

- 27 clients were provided with an EACH package, these packages are supporting clients with higher care needs to remain living at home.
- Currently the program provides support to 7 Italian speaking clients, 10 Aboriginal clients, 2 Greek clients, 1 Egyptian client and 7 Australian clients.
- 2 clients were discharged from this program – deceased / entered residential care.

- Services comprised of Personal Care 55%, Home Help 20%, Nursing Care 12%, Transportation to medical appointments, shopping and social activities 5%, Allied Health 5% and Home & Garden Maintenance 3%.

Veterans Home Care

- Services were provided to over 191 Veterans.
- Services provided consisted of Home Help 80%, Personal Care 8%, Respite services 2%, Home & Garden Maintenance 10%.

Brokered Services

- Bene is continuing to provide Italian speaking workers to mainstream providers.
- Contracts were extended with Carers Support and Respite, Aged Care Housing, Uniting Care Wesley and the City of Playford for the support to the Virginia Daycare Centre.
- Provided over 480 hours of personal care, domestic assistance and respite services to brokerage clients.

HACC Casamica Low Level Services (North, East, West, South)

- Provided low level services to over 345 clients throughout the metro regions of Adelaide.
- 32 clients discharged due to higher care needs and referred to home care packages, deceased or entered residential care.
- Services comprised of Personal Care 5%, Home Help 70%, Transportation to shopping and social activities 5%, and Home & Garden Maintenance 20%.
- 80% of clients are from an Italian or CALD background.
- West/South office was relocated to the eastern region.

Community Care

Centre Based & Social Programs

- In February 2014 Lyn Marks was appointed as the new Team Leader for the Centre Based and Social Programs.
- Centre Based and Social Programs were provided to over 460 clients throughout the year.
- Operating three NRCP Respite Programs and seven HACC Centre Based & Social Programs throughout the metropolitan regions of Adelaide – including Con Te a weekend social program.
- Carers Support & Respite funded Bene for two respite outings for Carers, visited Handorf & Virginia Nursery.
- Pronto Program has provided services to over 20 clients who receive a telephone call from a volunteer each week, to assist them with isolation issues.
- Life Foundation Program matches volunteers to clients requiring a home visit and during 2014, 33 clients were referred and matched with volunteers.
- Volunteer Thank You event hosted in May by COASIT saw Henry South one of our Centre Based Volunteers win the under 40s Award for volunteering in the Italian community. Our volunteers are the backbone of our residential and community services and are a vital resource in the delivery of a broad range of roles. In appreciation of the wonderful work that they undertake, we say Thank You to all of them for their commitment.
- Our collaborative work continues to strengthen and our partnership and collaborative projects exist with the following agencies - Aged Care and Housing, Alzheimer's Australia, Radio Italia, Marche Club, Ethnic Link, City of Charles Sturt, City of Marion, City of Unley, City of Holdfast Bay, Carers Support Respite Centre, and the Tatar Bashkurt community.

Staffing

- Bene Aged Care employs 143 community staff to provide services to the Home Care Program, VETS, HACC Low Level Services and Centre Based Programs.
- Over 60% of our staff are from a cultural and linguistic diverse background.
- All of our staff are professionally trained and have participated in training and workshops e.g. Work Health and Safety, Manual Handling, Infection Control, Fire Safety and Behaviour Management, just a few of the training topics that ensure up to date knowledge in aged care. This year staff attended training sessions and workshops in relation to Consumer Directed Care.
- Bene Aged Care supported 3 staff to undertake Certificate 3 in Aged Care and 2 staff are being supported to undertake Certificate 4 in Service Coordination, 1 staff member is being supported to undertake Volunteer Management.

TAILORED PROGRAMS

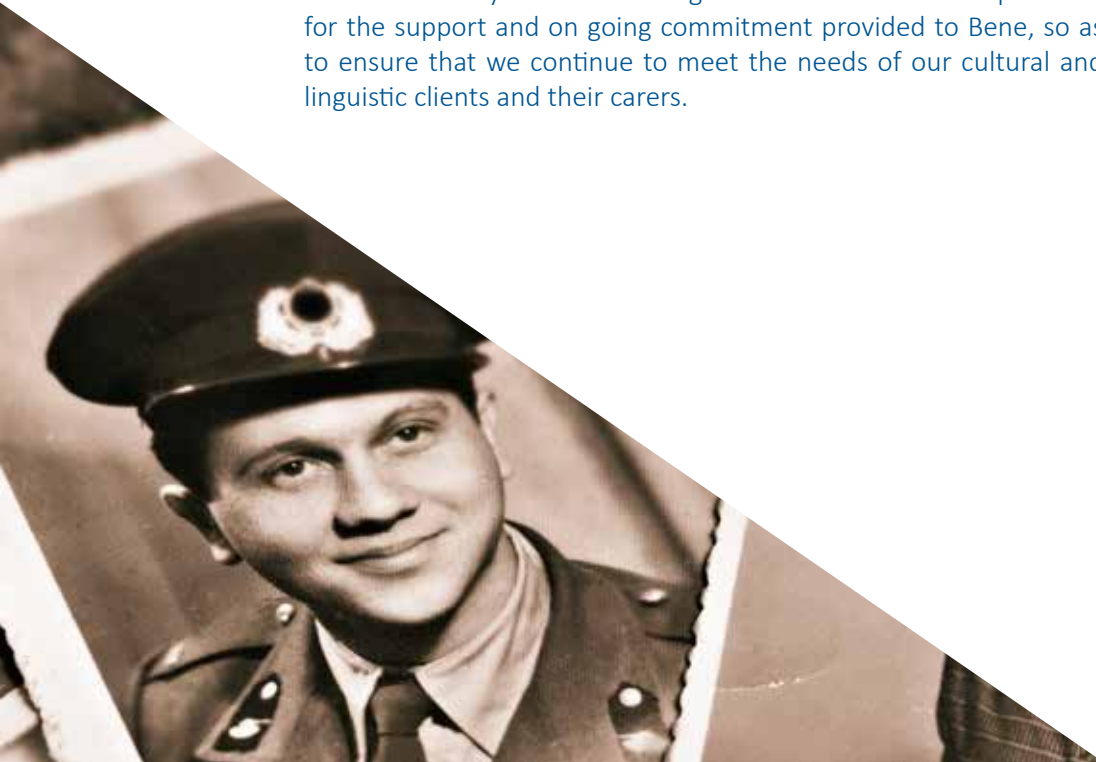
Bene Aged Care's success in providing quality community care services stems from the dedication, professionalism, empathy and skills of our community care staff. The care staff are the lifeline to the success of these programs, and Bene receives a continual stream of compliments from clients, families and other service providers. The behind the scenes staff, are the administration team who ensure that rosters, accounts, and queries are all handled in an efficient manner. So to all of the Bene Aged Care team our appreciation and a big thank you for the wonderful work that you have undertaken and for accepting the challenges that 2014 has brought.

A sincere thank you to our funding bodies and collaborative partners, for the support and on going commitment provided to Bene, so as to ensure that we continue to meet the needs of our cultural and linguistic clients and their carers.

Our aim

Our aim for the future is to ensure that aged persons continue to choose the lifestyle that they desire and within the environment of their choice. With the new aged care reforms and an increase in demand for services from the Italian and other cultural and linguistic diverse communities, Bene will continue to apply for funds to ensure that the community at large continues to receive services of their choice.

Franca Zarrella
Manager, Community Care





SUPPORT
KNOWLEDGE

Workforce Training and Development

Bene has continued to remain focused on training and development activities throughout 2013-14. Continuous improvement has been forefront to improve and innovate professional development opportunities offered to all staff and volunteers.

Residential services utilise Manad as their information management system. Manad manages admission, daily clinical and care monitoring, compliance and ACFI management. For functions such as financial management, client/resident bond and billing, HR, workforce and WHS, CIM is the primary system. These two systems used collectively, ensure a transparent and systematic approach is taken to records management.

e-Learning

Late 2013, Bene developed an online training portal 'Bene e-Learning' for all staff to access. The online training site includes programs to assist; new employees, induction, human resource policy and procedure, clinical, daily care and lifestyle skills. As part of pre-employment, every employee is signed up for e-Learning with information for new employees.

Annual/Mandatory Education

As per the requirements for working in aged care, mandatory training has been a continued focus offering training in; Manual Handling, Infection Control, Privacy, Dignity & Independence and Privacy and Confidentiality, Emergency Services and Work, Health and Safety. Manad skills have been ongoing to ensure residential services maintain compliance in documentation and information system. A mixture of face to face, e-Learning and workshop methodologies were offered for staff to undertake these competencies. New assessment materials have been developed to assist in improving and retaining staff skills and knowledge.

Employment, Induction and Pre-Employment

The development of a new induction and pre-employment process to ensure new staff are inducted and orientated to the organisation. This included a new induction program, continued on-boarding with mentors and a six month supported program. Induction is now supported with e-Learning, face to face workshops and ongoing mentor support. The development of a new Code of Conduct was completed early 2014 and now forms the basis for the corporate induction day.

Innovation of the System

With all effective systems, continuous improvement has been the focus, looking for new and innovative practices that support the skills and knowledge of our valued staff and volunteers. Regularly undertaking audits against .3 of the Accreditation Standards and representing at all audits have ensured that we have continuously remained 100% compliant. Manad and CIM training has continued as our two primary information systems. Data analysis and trend reporting have been developed from each of the systems and continues to ensure Bene remains pro-active in the needs of our staff.

Chris Holmes
Manager, Training & Development

Quality

Providing resident and client focused care continues to be central to Bene Aged Care philosophy.

Bene Aged Care's continuous improvement culture is all about driving forward improvement change. To enable this to happen effectively we have a process to capture and track opportunities for improvement.

We review and audit our continuous improvement process to determine whether activities and related results conform to the generally accepted outcomes of the Standards and whether these activities are implemented effectively in accordance with the organisation's policies and procedures.

Our improvement culture can be measured by the number of improvements identified and actioned.

Our Quality System continues to be reviewed to ensure that we comply with relevant Standards, Legislation and Regulations. This includes reviewing of policies and procedures to ensure they are relevant and legislatively accurate and having multiple mechanisms for identifying areas of improvement such as feedback process, risk management process and internal auditing processes.

A compliance audit program has now been implemented at all residential sites to reinforce accountability for processes and outcomes.

On 1 January 2014, the Australian Aged Care Quality Agency (Quality Agency) replaced the Aged Care Standards and Accreditation Agency Ltd (Accreditation Agency) as the single organisation responsible for quality assurance across the aged care sector.

Since the distribution of last year's Annual Report, there have been a number of reviews by the Australian Aged Care Quality Agency.

- In September 2013, Domus Operosa underwent a full accreditation assessment and was compliant in all 44 outcomes.
- Campbelltown and St Agnes underwent 'support visits' in December 2013. All Outcomes assessed were found to be compliant.
- St Agnes had an unannounced visit in June 2014. All Outcomes assessed were found to be compliant.
- Domus Operosa had an unannounced visit in June 2014. All Outcomes assessed were found to be compliant.
- St Agnes had an unannounced visit in July 2014. All Outcomes assessed were found to be compliant.

Campbelltown will be undergoing a full accreditation assessment in December 2014 and St Agnes will be undergoing a full accreditation assessment in March 2015.

Mass Genovese

Manager, Quality Systems and WHS

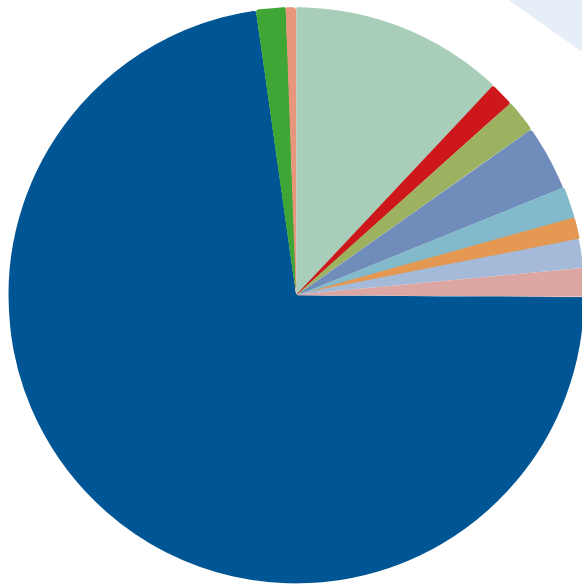
Financial Report

Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$1,561,951 surplus for the year ending 30 June 2014 (2013 surplus \$157,154). The overall performance resulted in a surplus of \$813,892 for 2014 (2013 deficit \$389,645).

The year consisted of the following major events:

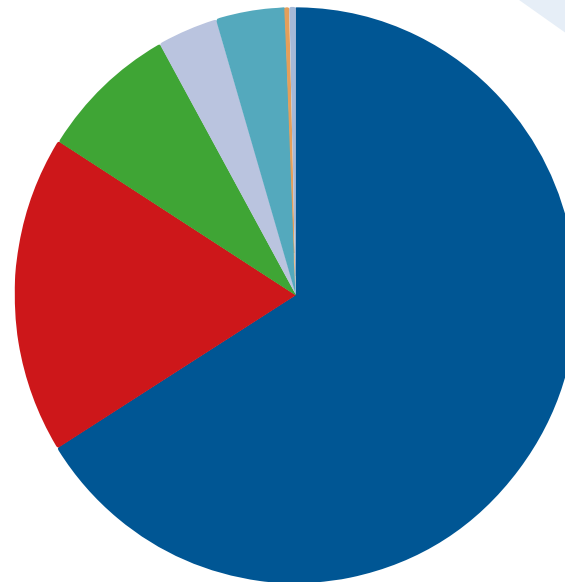
- The full commissioning and subsequent filling of the Italian Village residential aged care site redevelopment.
- Pay down of the debt to the National Australia Bank for the St Agnes redevelopment from a peak of \$10.1m at 1 July 2013 to \$6.8m as at 30 June 2014.
- A CBRE valuation increase on 11 August 2014 of \$10.15m for the St Agnes site taking its value to \$37.9m. This valuation increase was adopted by the Board for the 2013/2014 financial year.

Expenditure



- 12.0% Admin
- 1.4% Depreciation
- 1.8% Domestic costs
- 3.7% Food
- 1.8% Utilities
- 1.2% Medical
- 1.6% Motor vehicle
- 1.6% Repairs
- 72.7% Salaries and related costs
- 1.7% Interest & borrowing costs relating to building
- 0.6% Other

Revenue



- 66.1% Commonwealth funding
- 17.9% Fees
- 7.9% Other income
- 3.5% Commonwealth capital funding
- 4.0% Resident capital funding
- 0.3% Interest income
- 0.4% Penalty interest-unpaid bonds

Financial Comparatives

Italian Benevolent Foundation SA Incorporated (Bene)															
Year Ended	30/06/14	30/06/13	30/06/12	30/06/11	30/06/10	30/06/09	30/06/08	30/06/07	30/06/06	30/06/05	30/06/04	30/06/03	30/06/02	30/06/01	30/06/00
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	26,722	24,101	23,112	21,455	20,276	18,760	17,184	15,147	13,700	12,712	10,831	9,480	8,500	7,677	6,978
Total Salary & Wages	20,532	19,285	17,189	16,227	15,412	14,513	13,262	12,394	11,430	10,197	8,524	7,207	6,162	5,470	4,957
Surplus/(Deficit)	814	(389)	785	1,368	624	671	855	3,583	(106)	(1,915)	957	392	(683)	561	548
Total Assets	63,155	51,951	58,900	58,338	46,796	38,223	35,819	36,917	31,500	25,846	26,864	20,660	12,857	13,185	12,566
Net Assets	33,434	22,851	36,269	35,484	32,265	21,440	20,768	19,912	14,768	7,775	9,817	8,860	8,468	10,007	9,401
Residential Aged Care places	282	'282*	232	238	238	238	238	238	233	233	233	168	168	168	168
Community Aged Care Packages	180	166	166	141	141	141	131	131	121	101	101	71	71	71	71
Extended Aged Care at Home	27	27	27	17	17	17	12	12	5	5	5				
National Respite for Carers Programme Clients	79														
Community Programs-Other	7	10	10	11	11	11	11	11	7	3	3	2	1		
* - Increased in January 2013															



Ms Marie Alvino
Chairman



Dr John Caruso
Vice Chairman



Dr Carmine De Pasquale
Board Member



Mr Ray Ravalico
Co-Secretary



Dr Mario Giordano
Co-Secretary



Ms Rita Deluca
Board Member



Dr Armando Matto
Board Member



Mr Silvio Iadarola
Board Member



Mr Ernie Sorgini
Board Member



Ms Anna McNair
Board Member



Andrew McFarlane
Chief Executive Officer



Ruth Ryan
Director of Residential Aged Care



Franca Zarrella
Manager, Community Care



Mass Genovese
Manager, Quality Systems and WHS



Chris Holmes
Manager, Training and Development



Locations

Residential Aged Care

Bene Italian Village
6 Mumford Avenue, St Agnes SA 5097

Bene Domus Operosa
367-379 Waterloo Corner Road, Burton SA 5110

Bene Campbelltown
565 Lower North East Road, Campbelltown SA 5074

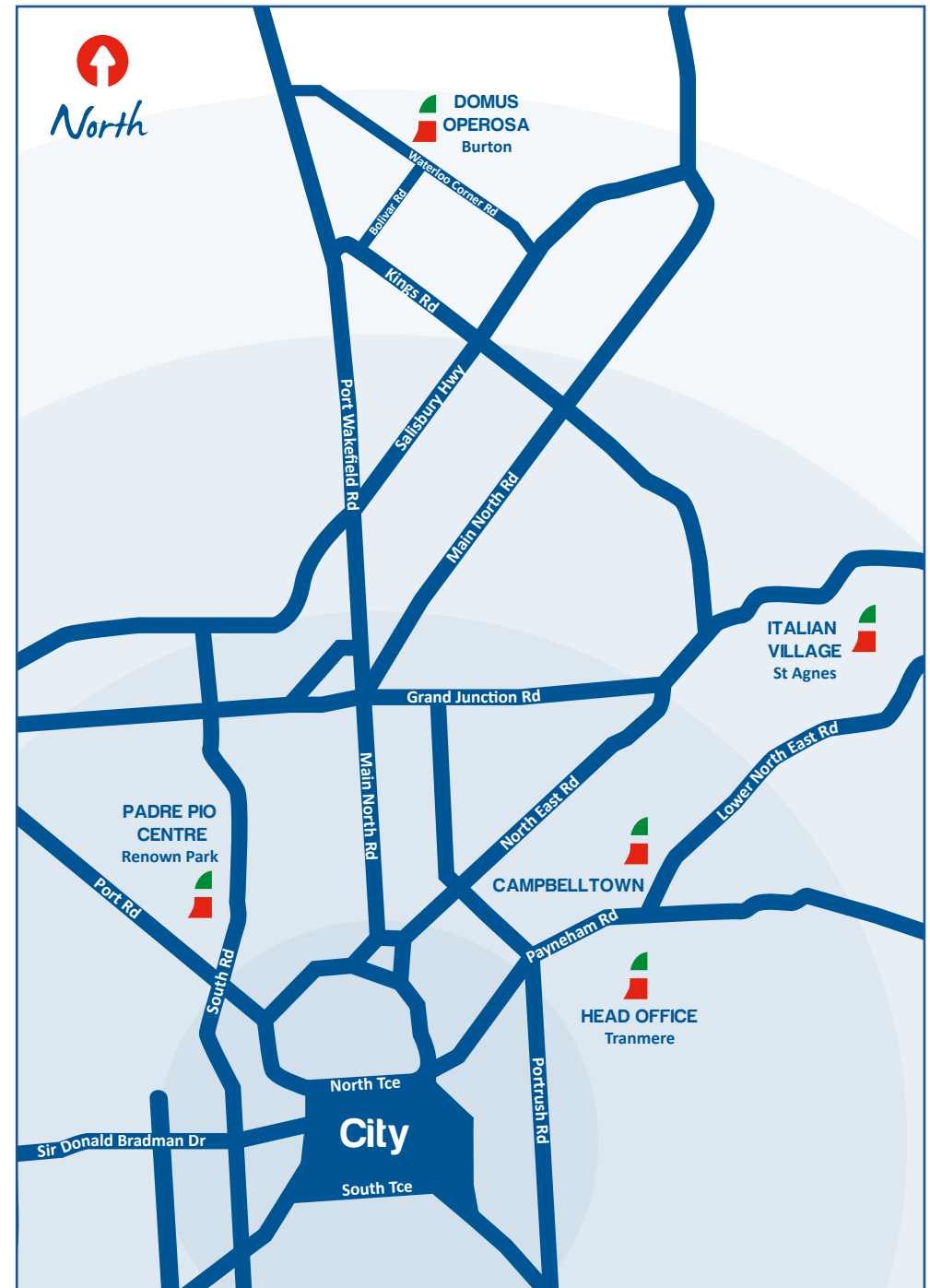
Community Services

Centre-based care
Bene Padre Pio Centre
222 Torrens Road, Renown Park SA 5008

In-home care
Bene Tranmere
186 Glynburn Road, Tranmere SA 5073

Head Office

186 Glynburn Road, Tranmere SA 5073







Head Office 186 Glynburn Road, Tranmere SA 5073

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