



 **Bene**[®]
AGED CARE *Italian-Style*

Annual Report

2014 - 2015







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Chairman & Chief Executive Officer's Message

The 2014/2015 financial year was another strong year for us across all of our business units with a turnover of \$32 million that provided a surplus of \$4.573 million and a \$4.5 million increase in our net assets to \$38 million. All of our service operations maintained full accreditation throughout the financial year.

Bene currently employs over 450 employees and 185 volunteers in South Australia providing care to 254 residential care clients and to over 1,450 home and community care clients.

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.

A major event for the year was the acquisition of the Woodville Nursing Home located at 2 Jelley Street, Woodville SA, now known as Bene Aged Care - St Clair. This transaction occurred on 1 April 2015, the same day that we disinvested Bene Aged Care Domus Operosa located at Burton to a national aged care provider. The western suburbs is strategically a key growth area for us going forward.

In March 2015 Mrs Rita DeLuca resigned from the Board and Fundraising Committee. The Board would like to thank Rita for her outstanding contribution to the organisation as the head of the fundraising committee since 1978 and Board Member since 1993.

We would also like to acknowledge the contribution by Franca Zarrella to the organisation over the last 17 years. Franca held the position of Community Services Manager and resigned in August this year. Franca has been a loyal member of the Bene Aged Care team and pivotal in the expansion of our community services and quality of care. We wish her well in her future endeavours.

We welcomed Allan Mitchell to the position of General Manager, overseeing the operational management of Bene Aged Care.

Allan comes highly experienced in the aged care industry over the past 20 years. In addition we welcome Kylie Maher to the new position of Volunteer Manager.

The Board of Management, Executive Management, staff, volunteers and fundraisers are to be congratulated for their ongoing commitment to Bene Aged Care in delivery of quality care to our residents and clients.

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

Bene's Highlights for 2014/2015

- Campbelltown and St Agnes both achieved full accreditation in December 2014 and March 2015 for the next 3 years respectively.
- Implementation of a new outsourced accredited training system.
- Implemented new systems to address the Aged Care Reforms effective from 1 July 2015, including the transfer of community clients to consumer directed care packages (CDC).
- Relocation of Domus Operosa community programs to St Agnes.
- Acquisition of St Clair Aged Care at Woodville and sale of Domus Operosa on 1 April 2015.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer

Residential Aged Care Services

From 1 July 2014, Bene Aged Care adapted to a number of key changes determining how aged care services are paid for and delivered. These changes, as part of the “Living Longer, Living Better” (LLL) Aged Care reforms, aim to build a sustainable aged care system now and into the future. There is no longer a differentiation between low and high care by the Department of Social Services. The Residential Care Manual is replaced with the Guide to Aged Care Law.

For existing care recipients in a residential aged care facility, nothing changes unless they relocate by choice. New care recipients entered under the new fee structure (Fees and Payments Principles 2014).

Our admissions team have adapted to the changes and now find they spend much more time providing information to confused prospective care recipients and their families. Although this has caused a decrease in occupancy in general as consumers adapt, Bene sites have maintained good occupancy. Due to the complexity of new admission management and the administration of multiple payment methods we have deployed more resources in our admissions team.

On the 1 April 2015 divestment of Domus Operosa to Estia Health occurred. The majority of Bene’s employees retained a position with the new owners. We thank our employees for their care of our care recipients and wish them all the very best for their future. The Benvenuti Program that was a feature at Domus Operosa has relocated to the Italian Village, Mary Mackillop Hall, and residential staff there have made them welcome. The increased number of community clients and staff has necessitated relocation of offices and more meals provided by Italian Village catering staff.

On the same day, Bene St Clair commenced operations at the newly acquired Woodville Nursing Home. The senior clinical managers at St Clair stayed with the service and continue to assist with transition of ownership. We now have 254 beds over the three sites.

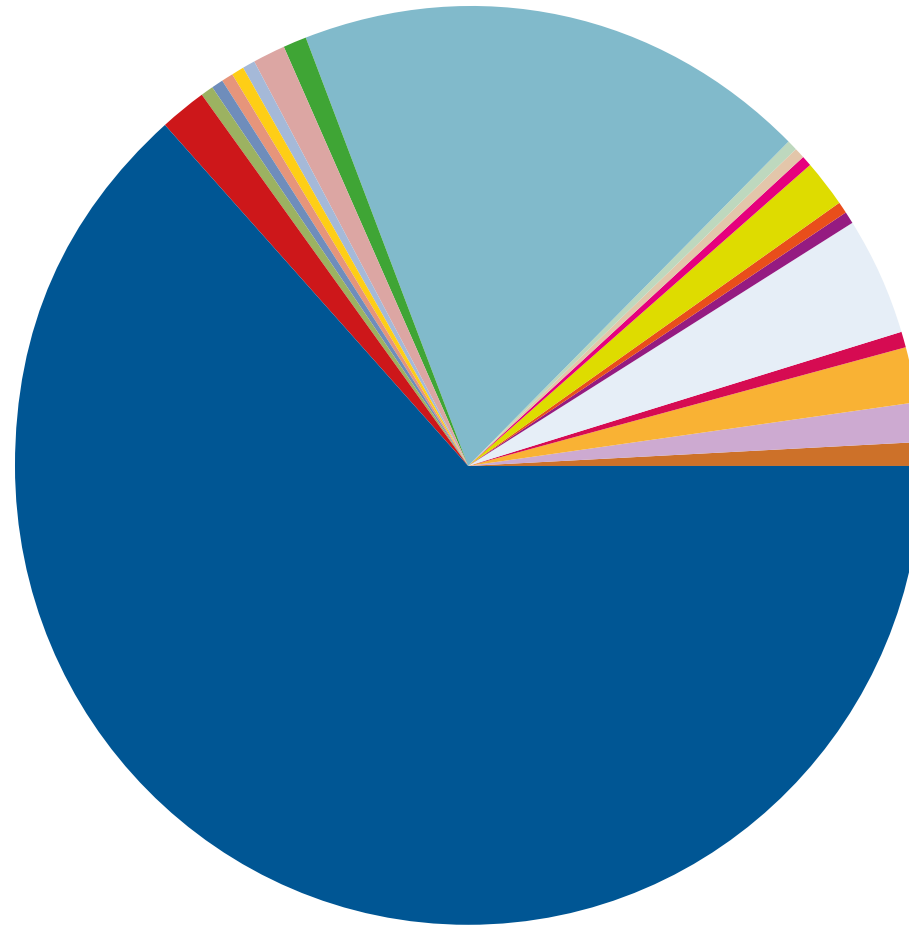
Campbelltown Re-Accreditation Assessment was conducted in December 2014. The Italian Village had their Re-Accreditation Assessment in March 2015. All 44 standards were met. The feedback from the assessors at these reviews were very positive. These positive statements reaffirm that our team is focussed on Bene’s vision to enhance the wellbeing and quality of life for older people from Italian and other communities in our care.

We continue to focus on recruiting quality employees. Applicants with an Italian speaking background continue to be sought but remain scarce. We have approximately 320 dedicated employees in residential care. The Position of Volunteer Manager has added an extra dimension of services for our care recipients introducing multiple extra individual and group opportunities for activities and companionship.



The Aged Care Recipient mix at Bene Aged Care remains predominately Italian with many Culturally and Linguistically Diverse (CALD) care recipient backgrounds. Snapshot:

- 63.49% Italy
- 1.66% Poland
- 0.41% Russia
- 0.41% Scotland
- 0.41% Spain
- 0.41% Turkey
- 0.41% Ukraine
- 1.24% Yugoslavia
- 0.83% Vietnam
- 18.26% Australia
- 0.41% Austria
- 0.41% Bulgaria
- 0.41% Burma
- 1.66% China
- 0.41% Croatia
- 0.41% Egypt
- 4.15% England/UK
- 0.41% Estonia
- 2.07% Germany
- 1.24% Greece
- 0.83% India



The major Residential Projects undertaken in 2014/2015 were:

The RedUSE Project

In March 2015, The Italian Village commenced The 'Reducing Use of Sedatives' (RedUSE) project, funded by the DSS. The RedUSE Project aims to promote the quality use of antipsychotic and benzodiazepine medication in Aged Care Homes.

The Italian Village was accepted to be part of the project and it is driven by CNC and RN "Change Champions" supported by Helen Brauer (Pharmacist).

The objectives of the project are to promote the quality use of antipsychotic and benzodiazepine medication at The Italian Village by:

1. Delivering a project that specifically targets inappropriate antipsychotic and benzodiazepine use.
2. Enabling nursing staff, GPs and pharmacists to work together effectively to ensure the appropriate and optimal use of antipsychotic and benzodiazepine medication.
3. Promoting an overall awareness of the significant risks and limited benefits associated with the use of antipsychotic and benzodiazepine medication by frail older people, and to encourage the use of non-drug strategies to manage behavioural and psychological symptoms in this age group.
4. Equipping pharmacists with the generic skills and expertise to perform Quality Use of Medicines (QUM) strategies, with the specific aim of reducing reliance on the use of sedatives.
5. Reduce the amount of prescribed antipsychotic and benzodiazepine medication for the care recipients at The Italian Village.

Participating in the RedUSE project will assist The Italian Village delivery related to behaviour management, sleep, continuous improvement and medication management.

Campbelltown and St Clair will lodge applications in the next round.

Staff Vaccination

In 2015, Bene provided all employees the opportunity to be vaccinated on site to promote uptake.

Four nurses employed by Bene were sponsored to complete 'Understanding Vaccines and the National Immunisation Program' Provided by SA Health. Maximising immunisation of employees means we maintain staff health and wellbeing, reduce sick-leave and absenteeism, limit disruption to staff performance and productivity, reduce the risk of spreading the flu at work and home, help protect others who are at high medical risk from the flu (elderly care recipients), help to avoid medical costs associated with the flu and its complications, reduce the risk of unrealistic workloads for uninfected staff, and demonstrates the employer's interest in workers' health and welfare.

Spark of Life Education

Bene Community Care held a learning experience and offered some places to residential employees for which we were immensely grateful. The Spark of Life Approach visibly rekindles the spark of life in the person with dementia. The results are remarkable, with profound, dramatic and long lasting benefits. Spark of Life grows a culture of optimism, enthusiasm, appreciation, and love, creating the best context for supporting people with dementia to thrive socially and emotionally beyond the diagnosis.

Dementia Care Australia has developed this approach under the guidance and direction of Jane Verity, a leading authority on dementia care. The photo below shows our frontline managers with internationally respected educator and Author Jane Verity. We have purchased Jane’s educational packages to continue learning and focus our activity programs for care recipients living with dementia around this philosophy.



Skin Champions Committee

In December 2014, three nurses from the Italian Village attended Champions for skin integrity education funded by DSS under the Encouraging Better Practice in Aged Care Program. A Skin Integrity committee has been commenced to improve the skin care of all care recipients.

Modbury hospital preventing resident transfer project

Commenced in November 2014 - Aims

1. Hospital/ED avoidance strategy to improve patient care by helping to reduce presentations of care recipients from RACF’s (Residential Aged Care Facilities) to the ED (Emergency Dept) where care needs can be met within their own facilities.

2. Improved care of aged care recipients by optimal co-ordination of transfers from RACF to ED, improved flow through the ED with reduced length of stay and reduced hospital admissions.

We have seen sustained improvement with less transfers. By reducing avoidable transfers to hospital, the potential adverse outcomes from falls, pressure areas, disorientation etc that care recipients may experience whilst away from familiar nursing staff and surroundings, are minimised.

40 year celebrations

In 1974, the Italian Benevolent Foundation was established as a not-for-profit organisation, by a small group of local Italian doctors, business owners and other community leaders – who recognised the pressing need within the growing Italian community for aged-care services that could specifically address the cultural, spiritual and social needs not provided by the majority of facilities.

In 2015, 40 years later, we celebrated with Christmas functions incorporating the 40 year celebrations at our Residential Sites. At Campbelltown a lunch function was held in November 2014. In December 2014 Domus Operosa held an evening BBQ and the Italian Village held their celebration in the evening. These functions brought together Board Members, Management, Staff, Care Recipients and their representatives in a common celebration of achievement that was enjoyed by all.

Bene Aged Care Residential Aged Care Facilities host a multitude of activities that bring the community into our facilities as well as taking care recipients out. Our contingent of Volunteer helpers are invaluable helping with these functions. Two annual feasts are held at the Italian Village as well as concerts, markets and daily activities program.





The Future

Residential aged care will continue to adapt to the inevitable changing expectations in a society facing increased need to care for our elders. Bene will respond positively to these changes. With the user pay system in place we need to continue to consistently focus on customer service throughout the entire workforce.

Dementia is the most common reason for entering a Residential Aged Care Facility.

Bene is focussing our education around customer service, person centred care, Advance Care Planning encompassing informed choices, and managing the Behavioural and Psychological Symptoms of Dementia we will continue to grow while striving to maintain our CALD focus.

The last financial year has been full of change and challenges which have been successfully embraced by our care and support services, rising to the challenge with dedication and empathy.

For their dedication, skill and adaptability we are most grateful.

Thank you to all our valuable staff and volunteers. We look forward with confidence and optimism to the ever changing aged care environment.

Ruth Ryan

Director of Residential Aged Care

Community Care

This year posed some significant challenges to Bene Community Care with the transition of our existing Community Aged Care Packages (CACPs) and Extended Aged Care at Home (EACH) to the Commonwealth's new living longer living better framework of Consumer Directed Care (CDC). This framework is designed to deliver more individual choice, transparency and maintain independent, health and well being. A significant body of work was undertaken to ensure that we transitioned all of our clientele to CDC from 1 July, 2015. A great result was achieved by our In Home Care teams to ensure we met this challenge by the deadline and that people in our care were minimally effected.

Additionally, the ground work preparations for our HACC, Centre based and Respite programs move to a consolidated Commonwealth Home Support Program framework by October 2015 was undertaken. A significant change was the transfer of our centre based program "Benvenuti" from Burton to the Italian Village at St Agnes upon the sale of Domus Operosa.

Whilst the above tasks together with legislative changes and the move to the "My Aged Care" Portal were undertaken, Bene continued to provide its services and support to over 1450 clients and 200 staff via Home Care Packages, HACC low level, Veterans, Centre Based programs, National Respite for Carers, Brokered services, Carers Education and Support, Community Visitors Scheme, Pronto, Life Foundations program and Private Client services.



COMMUNITY CARE SERVICE ENVIRONMENT

Home Care Packages

CACPs, EACH, Home and Community Care Casamica, Veterans Home Care and Brokered services

Centre Based and Social Programs

National Respite for Carers (Allegria – Renown Park, Benevenuti – St Agnes, Oggi Con Noi- St Agnes), HACC Healthy Lifestyle Memory Support (St Agnes and Renown Park), HACC Passatempo (Glandore, Hove, Marion, Findon, Unley), HACC Con Te, Life Foundations – Volunteer Home Visiting and Pronto – Volunteer Telephone Support.

Clientele

Bene community services maintains its Italian connection with the majority of clients coming from Italian speaking background, with other Culturally and Linguistically Diverse clients across Aboriginal, Muslim, Greek, Egyptian and Australian communities.

HOME CARE PACKAGES

In 2015 In Home Care Programs assisted over 850 Consumers (from diverse CALD backgrounds) to achieve their goals to remain within their own homes.

Consumer Directed Care

The Australian Government Department of Social Services introduced Consumer Directed Care from the 1 July 2015 and can be provided over Level 1, Level 2, Level 3 and Level 4 packages.

- 5 Level 1 (5 Italian Specific)
- 176 Level 2 (20 Aboriginal specific, 156 Italian, CALD, or other)
- 3 Level 3 (3 Italian Specific)
- 30 Level 4 (10 Aboriginal Specific, 20 Italian, CALD, or other)

Consumer Directed Packages give consumers greater control over their own lives by allowing them to make choices about the types of care and services they access and how those services are delivered and managed to achieve the individuals goals and maximize their life outcomes.

Currently 80% of CDC Clients are from Italian or CALD backgrounds, 10% Australian and 10% of Aboriginal Descent and we continue to deliver our care and support across:

- Personal care, help with showering, dressing, mobility, meal preparation, dining and sensory communication aids.
- Support services such as help with domestic duties, gardening, home maintenance, transport to shopping, social engagements and to and from other health services.
- Clinical care, Nursing, Physiotherapy, Podiatry and other therapies.
- Other, such as remote monitoring and assistive technology, communication and personal safety.

COMMONWEALTH HOME SUPPORT PROGRAM

Centre Based & Social Programs

Centre based and Social programs provided services to over 460 people throughout the year.

National Respite for Carers Program (NRCP) provided services for Carers from across the Adelaide Metropolitan region and operated from three sites until 1 April when the Benvenuti group transferred from Domus Operosa to St Agnes to join the residents, Clients and Care Recipients enjoying their time each day at the function hall. 56,700 hours of respite were delivered for 136 Carers by providing a centre based program for the Care Recipients ensuring their carers continue their employment and quality of life.

Our Home and Community Care (HACC) Centre Based programs operated from seven sites across the Adelaide Metropolitan region and provided social programs for over 330 people for the year. There have been some wonderful excursions enjoyed by the Con Te weekend social programs.

20 Carers have attended the Carer Support functions monthly enjoying support, communication and information from speakers on various topics of interest including pensions, dementia, mental health, how to protect your home from fires, depression and womens health screening. The Carers Support and Respite Centre provided financial assistance via a grant to enable an outing to Hahndorf for the day for 40 Carers.

In our Life Foundations Program over 30 people were matched with a Volunteer who visited the person at home.

Veteran Home Care (VET's BENE has 188 in Total)

Australian Government Department of Veterans' Affairs provide Veterans' Home Care (VHC). This program is designed to assist entitled persons who need a small amount of practical help to continue living independently in their own Home. Services may include Home Assistance, Personal Care, Respite Services and Home and Garden Maintenance.

Private Services

Bene Aged Care continues to provide Private Services to the Community.

Services may include:

- Italian speaking workers engaged privately or brokered to other mainstream providers.
- Assistance to Carers Support and Respite services.
- Consultancy for Aged Care Providers (CDC, Medication Management)
- Personal, domestic or respite services.

Staffing

Bene Staff come from the diverse backgrounds of Italian, Greek, Muslim, Balinese, and German, to name a few.

In the past 12 months eight Case Coordinators have been supported to complete Certificate 4 in Service Coordination and currently seven are studying Diploma in Case Coordination and one Advance Diploma in Case Coordination.

Currently four Care Workers are being assisted to complete their Certificate 3 in Community Care.

Volunteers

With the appointment of the Volunteer Manager, a significant uplift in the number of volunteers was realized – centre based programs engaged eight new diverse background volunteers to assist with client engagement and access.

Client Highlights

Staying true to our cultural connections, March saw clients and staff from the Padre Pio centre at Renown Park engage in the annual making of Italian Tomato Sauce. All parties greatly enjoyed the event with much discussion re technique and reminiscence. All the work was done by hand and traditional equipment. The sauce was enjoyed throughout the year in the many dishes cooked and provided to the clients at the centre – long may it continue.



The Future

The face of community care continues to undergo major changes in funding, program design, policy direction and client demographics and expectations. Significant movements within the way the Commonwealth looks to deliver services into the community in the short and medium term will see more involvement from the consumer in service design and contribution and increasing provider competition for support and services.

Bene sees opportunity in the face of this change. Building on our record of quality care, Culturally and Linguistically Diverse expertise, leveraging our staff dedication and professionalism across all areas of operations, whether it is directly with Clients and Consumers, Government and Funders or Administrative support to ensure that we continue to deliver and develop services that support those consumers in our care to live their lives with dignity, choice and cultural connection.

To all the community staff and volunteers, thank you!

Allan Mitchell
General Manager



Quality

Bene Aged Care has worked to instil a culture of continuous improvement. Our culture lets our employees know that if they see a way to do something better, they should take the initiative to point it out.

Our continuous improvement culture is all about improvement change. To enable this to happen effectively we have processes to challenge our current situation and fine-tune our processes to discover and eliminate the cause of problems and always ask: Can we do it better?

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 continues to 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.

Since the distribution of the last annual report, St Clair has been purchased and our quality system has been implemented there.

Compliance audits are conducted at all residential sites to reinforce accountability for processes and outcomes.

Accreditation

Accreditation assessment against the Aged Care Standards was conducted by the Australian Aged Care Quality Agency at two of our residential sites.

Campbelltown Residential Aged Care Facility was assessed in December 2014 and met all 44 outcomes.

The Italian Village at St Agnes was assessed in March 2015 and met all 44 expected outcomes.

St Clair had an unannounced visit from Australian Aged Care Quality Agency on 15 July 2015. The assessor informed that good systems are in place.

St Clair smoke free

Under the Work Health Safety Act 2012, Bene has a legal obligation to provide a safe and healthy workplace for all employees residents/clients, volunteers, visitors and contractors.

As from 1 September 2015 St Clair will be a smoke free facility. A transition plan leading up to 1 September 2015 was put in place to facilitate this.

Clinical Governance

In 2015 we are revisiting the clinical governance and review of clinical responsibility and accountability that provides quality, safe care to residents/consumers and is fundamental to continuous improvement.

Clinical Procedure Manual

Bene's Clinical Procedure Manual has been updated and is evidenced-based and current to both best practice and legislative requirements.

Manuals have been distributed to each site.



Mass Genovese
Manager Quality Systems and WHS

Financial Report

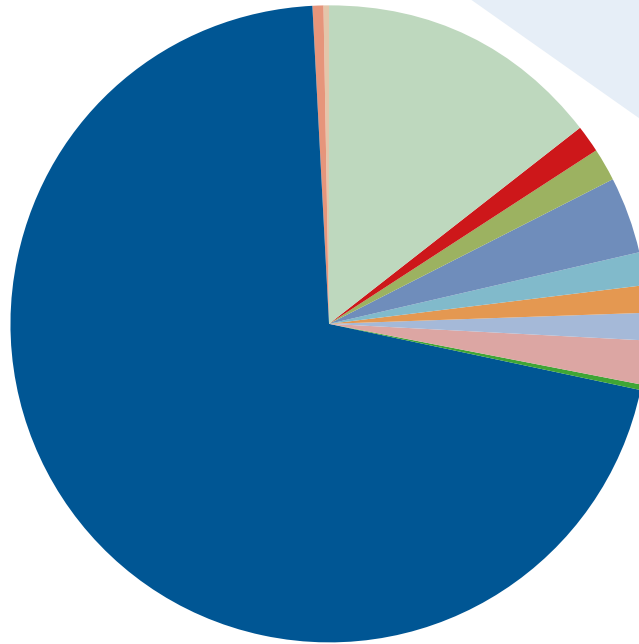
Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$4,969,474 surplus for the year ending 30 June 2015 (2014 surplus \$1,411,452). The overall performance resulted in a surplus of \$4,573,563 for 2015 (2014 surplus \$813,892).

The year consisted of the following major events:

- On 1 April 2015 we acquired Bene St Clair Aged Care located at Woodville and sold Domus Operosa located at Burton.
- Pay down of the debt to the National Australia Bank for the St Agnes redevelopment from \$6.8m at 1 July 2014 to \$0 as at 30 June 2015.

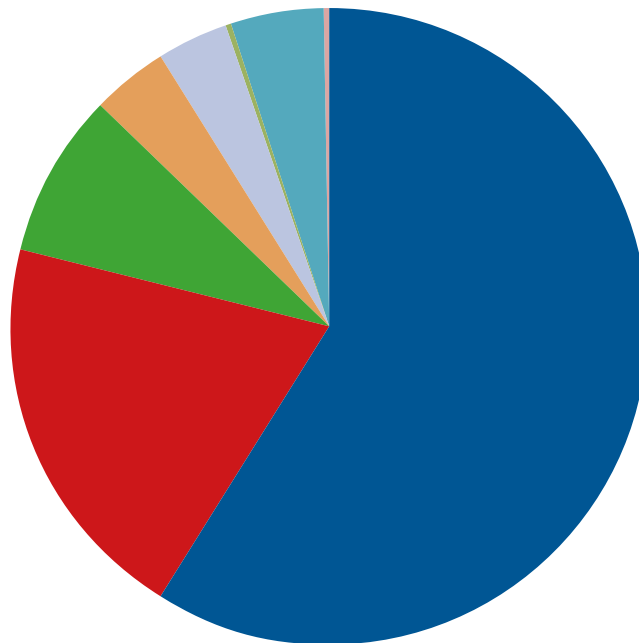
Expenditure

- 14.6% Admin
- 1.3% Depreciation
- 1.8% Domestic costs
- 3.7% Food
- 1.8% Utilities
- 1.3% Medical
- 1.4% Motor vehicle
- 2.3% Repairs
- 0.4 % Resident costs
- 70.7% Salaries and related costs
- 0.6% Interest & borrowing costs relating to building
- 0.1% Interest expense - Bonds



Revenue

- 59.2% Commonwealth funding
- 20.0% Fees
- 8.3% Other income
- 3.8% Commonwealth capital funding
- 3.6% Resident capital funding
- 0.3% Interest income
- 4.7% Surplus on sale of assets
- 0.2% Penalty interest-unpaid bonds



Financial Comparatives

Italian Benevolent Foundation SA Incorporated (Bene)

Year Ended	30/06/15	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	\$'000
Total Operating Income	33,572	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	20,511	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)	4,573	814	(389)	785	1,368	624	671	855	3,583	(106)	(1,915)	957	392	(683)	561	548
Total Assets	63,914	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	38,007	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	254	282	282	232	238	238	238	238	238	233	233	233	168	168	168	168
Community Aged Care Packages	188	180	166	166	141	141	141	131	131	121	101	101	71	71	71	71
Extended Aged Care at Home	27	27	27	27	17	17	17	12	12	5	5	5				
National Respite for Carers Programme Clients	79	79														
Community Programs-Other	7	7	10	10	11	11	11	11	11	7	3	3	2	1		



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



Allan Mitchell
General Manager



Ruth Ryan
Director of Residential Aged Care



Franca Zarrella
Manager, Community Care



Locations

Residential aged care

Bene Italian Village
6 Mumford Avenue, St Agnes

Bene St Clair
2 Jelley Street, Woodville

Bene Campbelltown
565 Lower North East Road, Campbelltown

Community services

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

In-home care
Bene Tranmere
186 Glynburn Road, Tranmere

General enquiries

186 Glynburn Road, Tranmere
PO Box 2618, Kent Town SA 5071

Email enquiries

info@bene.org.au

Italian Benevolent Foundation SA Inc.
ABN 52 756 107 562

