



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

ANNUAL REPORT 2015 | 2016

 **ITALIAN**
BENEVOLENT FOUNDATION





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Chairman and Chief Executive Officer

The 2015/2016 financial year continued to be another strong year for us across all of our business units with a turnover of \$32 million providing a surplus of \$2.9 million and a \$4 million increase in our net assets to \$42 million. All of our service operations maintained full accreditation through the financial year.

Bene Aged Care (Bene) currently employs over 450 employees and 225 volunteers in South Australia providing care to 254 residential care clients and to over 1,200 home and community care clients.

Bene continues to invest in both online and offline training and development of our staff to complement our objective of continuous improvement in the delivery of care services.

Bene has also invested in its work health and safety, injury management and return to work systems and as such submitted an application for self insurance with Return To Work SA.

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 great year ahead enhancing and expanding our quality care services to our community.

Bene's Highlights for 2015/2016

- Community Care undertook a Quality Review conducted by the Australian Aged Care Quality Agency in February 2016 and achieved all standards for the next three years
- Acquisition of a new Community Hub building located at 480 Torrens Road, Woodville, North SA. This will be opened in the new calendar year
- Implementation of Bene's clinical, WHS and financial systems at Bene St Clair. St Clair is now a Smoke Free site
- Establishment of the Clinical and Care Governance Committee.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer



Community Connections and Innovation

The Aged Care sector is experiencing further reforms significantly changing the way organisations need to behave and do business moving forward. In response to these sector developments, Bene appointed a new role of Executive Manager Community Connections and Innovation.

We have been expanding our relationships with the wider multicultural community this year with new and emerging relationships with the Chinese, Indian and Muslim communities, providing much needed support in these changing times. Bene has been meeting with key opinion leaders and representatives of these communities as synergies exist between cultures and Italians have always been known to lead and support smaller ethnic groups. Board appointments on COASIT and Multicultural Aged Care Boards provides opportunities for Bene to contribute to policy development and future directions and represent our multicultural community. Bene is at the forefront of policy discussions affecting our community.

Our new My Aged Care Connect approach offers support to community members who may have aged care difficulty accessing and navigating the system, by providing guidance throughout the process to ensure help is not too far away. This further strengthens our commitment to the Governments' 'National Ageing and Aged Care Strategy, For people from Culturally and Linguistically Diverse backgrounds' to provide members from multicultural communities access and equity to services.

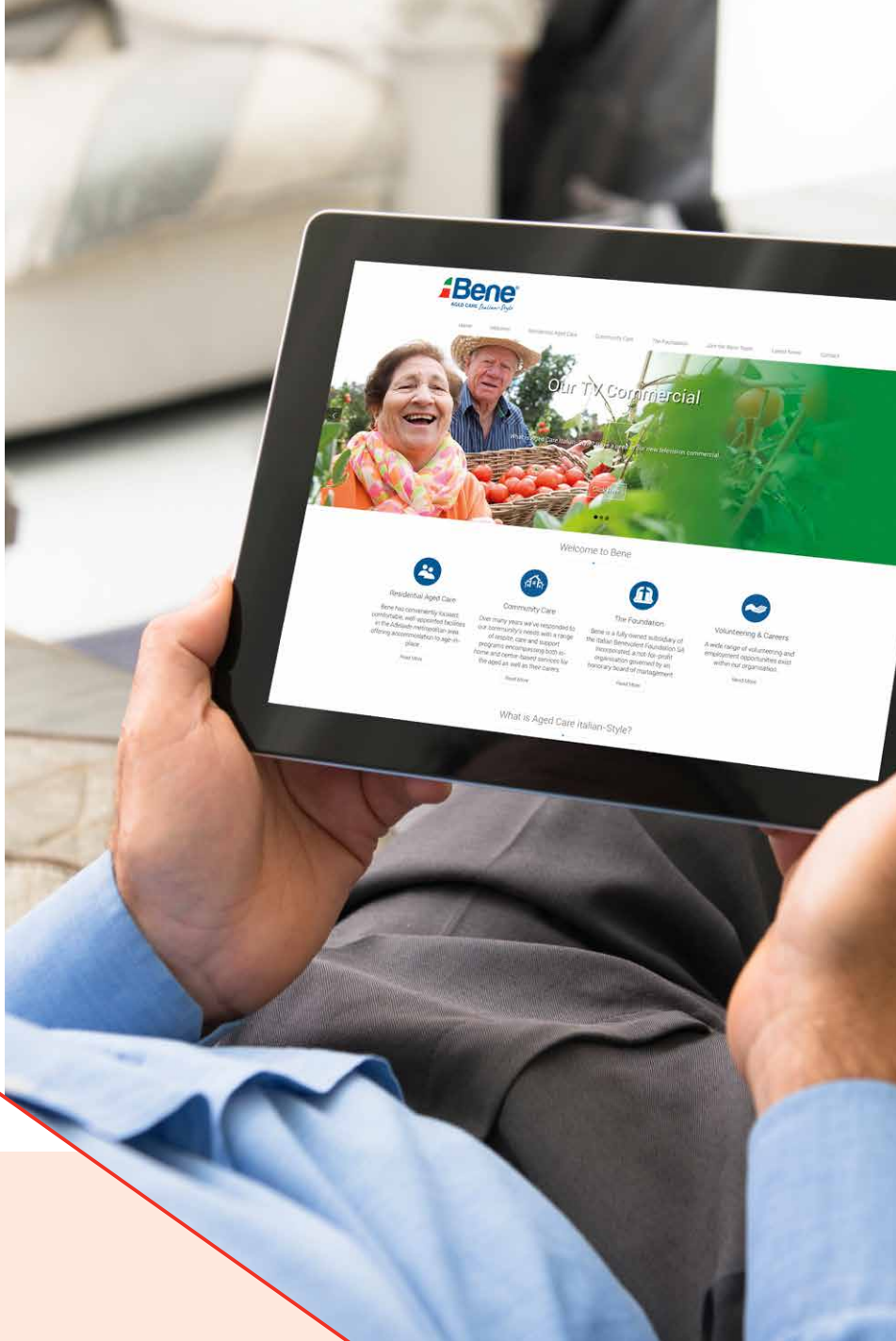
Internally, we continue to improve our customer service by working collaboratively between community and residential by strengthening our processes to provide a seamless continuum of support. Any community member requiring assistance will experience a holistic approach to their needs. As an example, several of our home care consumers were introduced to community care whilst convalescing at one of our residential facilities.

A realignment of our presence on the My Aged Care Portal in November 2015 resulted in an 80% increase in referrals by June 2016. We have also been listed as a multicultural provider on the newly launched Government online portal called 'National Carer Gateway' in December 2015 to assist carers to access information, counselling and links to organisations who provide carer services.

We are committed to increasing engagement through activation of various online platforms including Facebook and our website, providing useful information about events, health, client and resident stories and experiences.

We will continue to develop and diversify our relationships and partnerships to provide diverse options and opportunities for our consumers and residents. Our affiliation with UniSA has seen 10 fourth year social work students join staff at both residential sites and community programs to enhance their cultural learning. Our partnership with UniSA will see further opportunities for research and development around wellness and reablement to ensure best practice service approaches.





Volunteering

It has been an exciting and busy year for our volunteer team with many opportunities to impact positively in the lives of our consumers and residents.

Volunteers are integral to delivering Bene's mission through diverse and wide ranging roles and include conversation and companionship in consumers homes assisting with the development and running of Men's Shed and Ladies Pampering groups; assisting in the kitchen, cafe and laundry, church support, fundraising and events. Health and Wellbeing activities include walking groups and many more.

Volunteers also contributed to the delivery of innovative programs. An example included a joint venture with Seniors Information Service and Carer's SA with a trained volunteer delivering technology and online education sessions to carers in Italian. This program explored the iPad, its uses and the online platforms accessed by older people such as Centrelink and My Aged Care.

We continue to support the Work for the Dole program by providing volunteer opportunities within Bene to further develop skills and employment opportunities with some of these volunteers progressing to becoming staff members.

Volunteers provided valuable support to many events and activities, with Carnevale being of note. Carnevale was a huge success, with many volunteers working extremely hard to make the day fun for all with many meals throughout the event served.

One of our priorities for the coming year is to formalise our good work in line with the National Standards for Volunteer Involvement. The Standards provide a sound framework for supporting our volunteers and provide good practice guidance and benchmarks to help attract, manage and retain volunteers, manage risk and safety, and improve the volunteer experience.

The volunteer contribution to the organisation is invaluable and has a positive impact on staff, consumers, residents and our wider community.

Maria Chabrel
**Manager Community
Connections and Innovation**

Residential Aged Care Services

The 2015/16 financial year was eventful for Bene Aged Care Residential Services. The Government's My Aged Care Website continued to expand with changes to how we access information on persons looking for placement in residential care. The admissions team are now using the central client records and the National Screening and Assessment Form (NSAF). Bene Admission staff also use the provider portal to maintain information about the services we deliver, manage referrals and update the client record.

Residential Services have experienced some major changes in both executive and management level personnel including a restructure of clinical care management at our sites in April. In August 2015, the new role of ACFI and HIMS coordination (Aged Care Funding Instrument and Health Information Management Systems) commenced which has been instrumental in assisting with the introduction of the electronic documentation system (Manad) at Bene St Clair and monitoring organisation ACFI.

Throughout the year we had regular announced and unannounced visits from the Australian Aged Care Quality Agency across all three sites. The positive comments given by assessors were shared with all staff and we acknowledge these visits as an external audit that reaffirms that our team are focused on Bene's vision to enhance the wellbeing and quality of life for older people from Italian and other communities in our care.



Residential Services continue to focus on recruiting quality employees. Applicants with an Italian speaking background continue to be sought but remain scarce. We have recruited 6 Registered Nurses, 5 Enrolled Nurses, 44 Personal Care Workers, 7 Catering Staff, 5 Lifestyle Assistants and 14 Cleaners in the last financial year. We have approximately 297 dedicated employees in residential care.

Bene Aged Care welcomes students to our sites for placement during their study programs. The students range from those studying to be care workers right through to Uni students completing bachelor studies. We have received much positive feedback from these students about the support they have been given and often they become our employees. The Volunteer Manager has added an extra dimension of services for our care recipients, introducing multiple extra individual and group opportunities for activities and companionship provided by our wonderful volunteers.

April 1st 2016 saw the celebrations for our first anniversary at Bene St Clair. The year was full of changes and challenges for all concerned. Achievements include:

- Manad Training and introduction of new electronic documentation software at St Clair
- ACFI full review of all St Clair Residents – followed by ACFI validation review in July 2015
- Revamp of the gardens including landscaping to make it more visually appealing to Residents and visitors
- Major IT project with CCTV security cameras, staff electronic log on/off and swipe cards/proximity keys installed to improve security.

Occupancy levels have varied but the financial year results are:

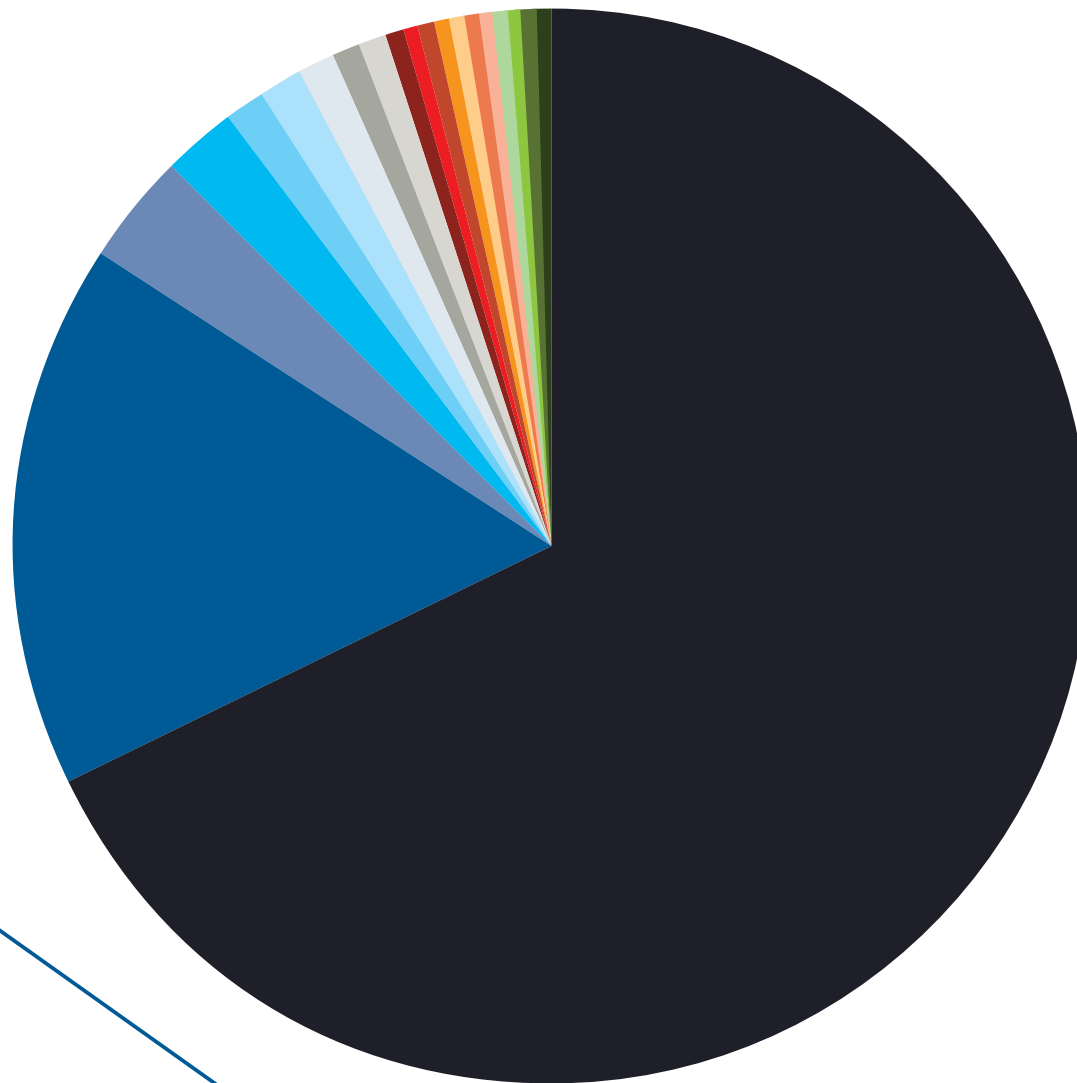
| St Clair | Campbelltown | The Italian Village | Organisational |
|---------------|----------------|---------------------|----------------|
| Average 93.3% | Average 98.23% | Average 97.89% | Average 96.5% |

Average age of residents:

| St Clair | Campbelltown | The Italian Village | Organisational |
|----------|--------------|---------------------|----------------|
| 84 years | 87 years | 86 years | 85.6 years |

Two residents at the Italian Village are Centenarians.

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



Cultural Background

| | |
|--------------------------|--------|
| Italy | 67.95% |
| Australia | 16.24% |
| England | 3.42% |
| Germany | 2.14% |
| Greece | 1.28% |
| Poland | 1.28% |
| Yugoslavia | 1.28% |
| China | 0.85% |
| India | 0.85% |
| Austria | 0.43% |
| Burma | 0.43% |
| Croatia | 0.43% |
| Cyprus | 0.43% |
| Estonia | 0.43% |
| Russian Federation | 0.43% |
| Scotland | 0.43% |
| Turkey | 0.43% |
| United Kingdom | 0.43% |
| United States of America | 0.43% |
| Vietnam | 0.43% |

Some of the Residential Projects undertaken in 2015/2016 are:

The RedUSe Project

In the previous financial year The Italian Village completed the 'Reducing Use of Sedatives' (RedUSe) project, funded by the DSS. In the 2015/16 financial year both Campbelltown and St Clair completed the RedUSe project as well. The RedUSe Project promotes the quality use of antipsychotic and benzodiazepine medication in Aged Care Homes.

Outcomes include enabling nursing staff, GPs and pharmacists to work together effectively to ensure the appropriate and optimal use of antipsychotic and benzodiazepine medication (reducing where possible). Promoting an overall awareness of the significant risks and limited benefits associated with the use of antipsychotic and benzodiazepine medication by frail older people. Participating in the RedUSe project enabled improvements to behaviour management, sleep management and medication management.

Corporate Induction

Corporate Inductions have been redesigned and are now delivered by the CEO, General Manager, HR Manager, Quality Manager, Director of Residential Aged Care and the Community Manager. All new employees are now able to identify and listen to executive and senior managers and understand that the whole team is focussed on a quality service delivery, emphasising every team member has a crucial role.

Care and Clinical Governance Committee

November 2015 saw the commencement of the organisational Care and Clinical Governance Committee. The group includes external committee members with health and allied health knowledge to assist the organisation to incorporate best practice and be alert for innovative contemporary aged care improvements.

Self Insurance Audit

All employees in residential care have attended education on Work Health Safety as part of our preparation for our Self Insurance Audit. The intensive Work Cover Audit commenced in residential sites (St Agnes) at the end of June and will continue into the next financial year.

Lifestyle Summit

In February a full day summit was held to look at ways of improving our lifestyle programs. The first session was open invitation to all stakeholders to discuss "What is a Good Lifestyle and Leisure program integrating physical and social enablers". The group brainstormed all day and closed with the development of an Action Plan incorporating four sub groups to look at specific improvements.

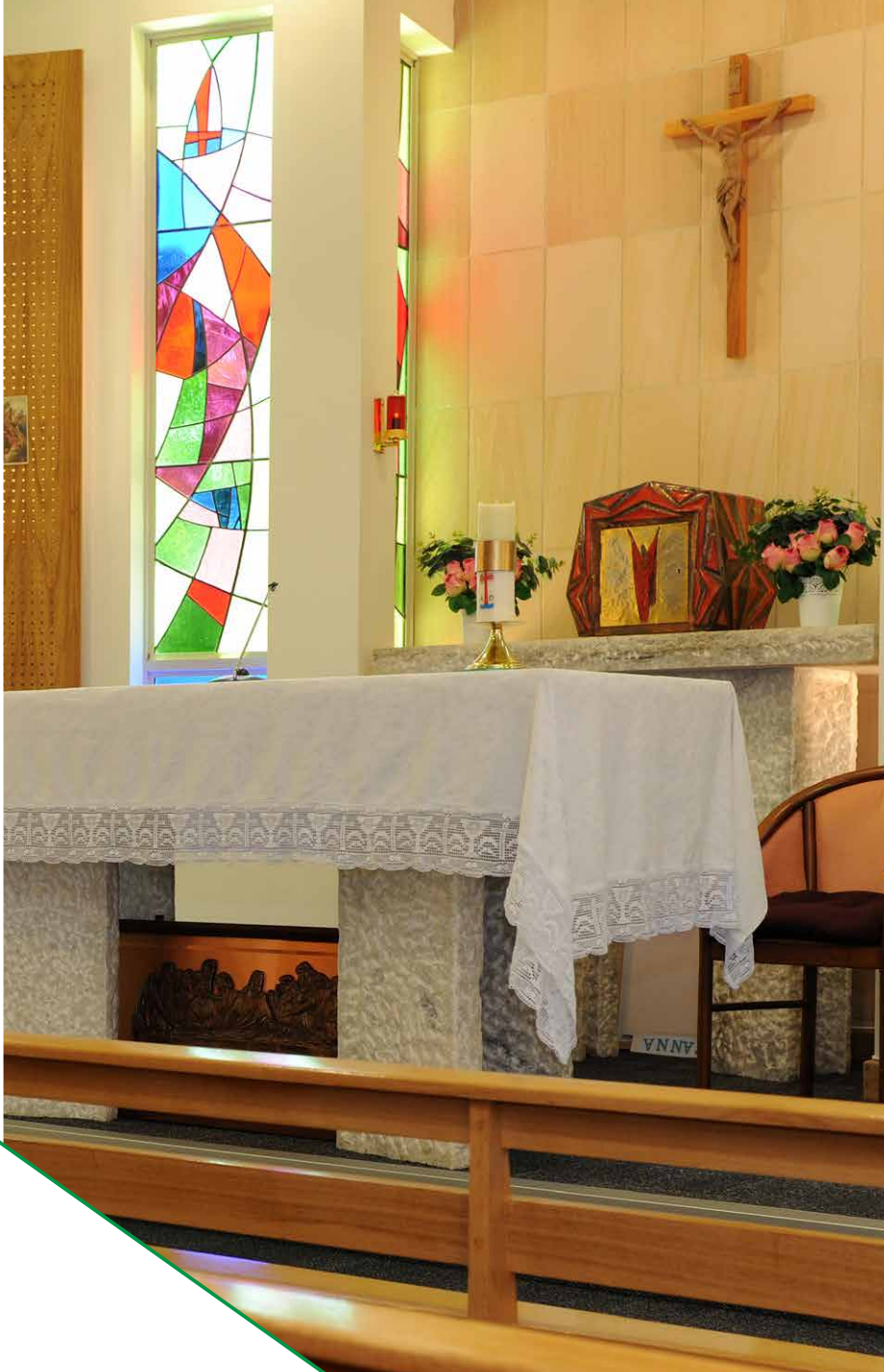
Staying true to our cultural influences

In December every year Bene Aged Care holds the Feast of the Immaculate Conception, and in June, the Feast of St Anthony. Both the feasts are very well supported by Residents, families, members of the public and government representatives. Many Bene employees volunteer their time to assist with these functions and our catering team never fail to provide a delicious meal.

Education Opportunities

The "Aged Care Channel" (ACC) has been smoothly integrated into learning activities for our employees. The HR department is to be commended on the way they orchestrate notifications to staff via email, so staff can all access their designated programs electronically. The ACC programs are aged care focused and most contain real scenarios filmed in aged care facilities. Apart from this, our Annual Mandatory face to face training days are well planned and attended and include sessions from external trainers. In addition to these Programs there have been multiple opportunities for employees to attend other sessions directly linked to their training needs, identified or required.

Some examples of the education topics available to employees are Performance management, Workplace bullying and harassment, dealing with conflict, WHS, and The Art of Selling Aged Care.



The Future

Bene Residential Aged Care will continue to adapt to the inevitable changing expectations in a society facing increased need to care for our elders. In March the Aged Care Sector Committee presented the “Aged Care Roadmap” which represents their views on what is needed to achieve a sustainable, consumer driven and market based system. This reinforces that Bene will need to continue to consistently focus on customer service throughout the entire workforce. We look forward with confidence and optimism to the ever changing aged care environment.

It is thought that there will be about 400,000 people living with dementia by 2020 and about 900,000 by 2050. We understand that the most common reason for entering a Residential Aged Care Facility is dementia so we must upskill our workforce to manage the Behavioural and Psychological Symptoms of Dementia without losing sight of the individual.

By focusing on giving aged care recipients choice and control whilst in our care we will continue to grow while striving to maintain our CALD focus. We must develop a keen understanding of customer service, person centred care, and Advanced Care Planning encompassing informed choices.

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

For that dedication, skill and adaptability of the employees and volunteers of Bene Aged Care, we are sincerely thankful.

Ruth Ryan
Director of Residential Aged Care



Community Care

Community Care continues to face major reforms and 2015/16 financial year was no exception. Further to their 2013 'Living Longer Living Better' reforms the Commonwealth Government released the 'Aged Care Road Map' during 2016. The Road Map seeks to further address the need for increased choice and control in a consumer driven market. One such reform is the deregulation of Community Care. From February 2017 there will no longer be allocated home care packages to aged care providers but instead a national pool monitored by the central intake point at My Aged Care.

To assist current and new consumers with My Aged Care, Bene has established My Aged Care Connect process. We recognise the difficulty for culturally and linguistically diverse consumers to be able to converse easily and access the services that they require.

As Bene Community Care moves towards the deregulation of aged home care services, it is pleasing to note currently we provide services to over 1100 people in the community. Of the consumers using Bene's service, approximately half are seen at home. The support in the home includes assistance with domestic tasks, personal care, social support, shopping and transport. Last financial year, over 61,000 hours of support went into people's homes.

Bene Community Care continue to provide centre based activities through 7 centres – St Agnes, Padre Pio at Renown Park, Hove, Glandore, Unley, Payneham and Marion. The centre based support provides respite for working carers as well as social activities for community members. During the financial year over 10,000 meals were served during the 59,000 hours of support provided through our centre based programs.

In February of this year, Bene Community Care took part in the Australian Aged Care Quality Agency quality review. The independent agency assesses all aged care providers to ensure certain standards are met in relation to care. The quality review for home care occurs every 3 years if the provider receives the highest achievement. Bene Community Care was successful in gaining a 3 year quality outcome with a particular mention to Bene's Work, Health and Safety processes.

As part of the preparation for the Quality Agency's visit, all community documentation were reviewed. As a result documentation across all community programs were streamlined, so now whether you receive in home support or centre based support, we are able to minimise assessments and provide a more tailored and comprehensive service.





Bene Community Care has commenced work on the Benessere Project. Benessere literally translates to mean 'wellbeing'. The program encompasses the ideas of consumer wellness, reablement and restorative care, empowering a holistic approach to care that is self directed. Bene, in partnership with Flex Care, are seeking to create:

- Services that are tailored to meet the specific needs of each consumer based on inclusiveness and consideration
- Relationships with consumers that will be a partnership based on truthfulness and inclusiveness
- Service design that will be easily accessible and transparent
- Services that are designed and delivered in a way chosen by the consumers.

Another innovation in services being offered in Community Care is the music therapy program titled Music, Melody and Me. The music program seeks to assist consumers with dementia, who are struggling with their memory loss. Individual play lists are created for each participant and music is played through iPods and headphones to assist with reconnection, calmness and peace during a time that would otherwise be challenging. Although in its early trial phase the results so far have been overwhelmingly positive for consumers, families and staff.

Bene Community Care has become more focused on the use of technology in providing services and support to our consumers. Six iPads have been purchased for use in the centre based activity programs. The iPads have activities (Apps) which support cognitive stimulation and general interest. One of the most successful Apps has been Google Earth, where consumers have been able to view their home towns and reconnect while sharing their memories.

Bene Community Care continues to support consumers through a range of government funded and privately funded services. The 2015 Consumer Survey was overwhelmingly positive of both staff and service provision. When asked if the staff were efficient and reliable and provided services in a respectful manner, over 90% of respondents gave a favourable response. The same can be said of the questions about services. Once again over 90% of respondents stated that they were supported with choice and decision making regarding their services and complaints were resolved effectively and efficiently.

Donna Brownsea
Manager Community Care

Bene Support Services

Human Resources

- The past year saw the full transition and implementation of our online training system – Aged Care Channel (ACC). The Aged Care Channel is a national and international interactive system specifically addressing educational needs for the aged care sector. It takes the form of video sessions of actual examples in aged care settings by staff and residents/clients with an assessment to be completed and minimum competency levels required. This huge body of work, led and facilitated by the Human Resources team and assisted by Information Technology, saw the full set up of individual training plans to all employees via site and program Computer Kiosks and importantly, via employees personal emails for ease of access and completion. This training format (increasingly more important to ensure regulatory compliance and ongoing professional development relevant to the sector), required significant change to previous delivery methods and assistance to all staff was paramount for success. On review of the progress Bene has made with this training format, it has been noted from ACC, that Bene is a national top performer with our completion rate sitting at 98%. The coming year will see further development and access to relevant programs as the working environment of aged care continues to change with reform and consumer expectation.
- Bene work health safety, injury management and return to work progress has seen further process and systems improvement with a focus on pro-active approach to risk minimisation and commitment to a safe work environment. It has resulted in a reduction in workplace injury (from 33 in 2013 to 4 in 2016) and increased efficiency in claims management that supports Bene’s strategic objective of self insurance attainment. Bene also commenced the practical process of self insurance application which has incorporated a comprehensive review of organisational policy and procedure, associated re-training and implementation around the process of risk and injury management and return to work. This has involved the consultancy services of speciality firm WCD. The next stages of this journey will incorporate the assessment and report of our status in regards to the self insured injury management standards and code of conduct for self insured employers. This will be carried out by Return to Work SA.

- The Human Resources team facilitated and constructed the development of Bene’s organisational orientation/induction session. This executive and senior management presentation is conducted monthly to new employees and overviews the Italian Benevolent Foundation’s (Bene’s) rich and dedicated history of its formation and service to the community. Additionally, it maps out the various aspects of the caring and working environment with strong emphasis on the purpose of the organisation and the roles of employees in it associated with our duty to the people in our care and one another.



Hospitality Services

- Catering achieved full compliance with food safety regulations across all areas of operations and successfully conducted a control trial that resulted in reduction in bacterial growth in storage areas – pathological reduction achieved
- Our waste management process was faced with a potential significant increase in removal cost coming into the next financial year however, good relationship work with Council, Waste removal contractors and Recycling method has averted a potential \$30,000 increase in expense and uplift in recycling
- The Italian Village main laundry underwent a commercial washer/extractor replacement that has facilitated the consolidation of the main laundering services to this central location
- The year also saw a busy function calendar with events catering to over 700 people including - Feast of St Anthony, the Immaculate Conception as well as specialty visits such as the Italian Consulate and Japanese Aged Care representation tour.

Maintenance Services

- Major capital works undertaken this year at the Italian Village saw sewer repair, Nurse call upgrade, Lodge sliding door, Nursing Home Balcony repair, traffic management change, ramps to visitors car parks, pathway to Stage 2 main entrance and security door to St Johns Hallway
- Campbelltown saw a significant refresh to the facia, grounds and interior woodwork that has lifted the ambience of the facility and improved residents' amenity
- Gardens and grounds and security systems has been the focus at St Clair with also the challenge of installing an entirely new grease arrestor system to the kitchen with no interruption to meal service.

Allan Mitchell
General Manager



Quality

Human Resources

Bene Aged Care 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?**

Our Quality System and Continuous Improvement process are reviewed to determine whether activities and related results conform to the generally accepted outcomes of the Standards and comply with Legislation and Regulations and whether these activities are implemented effectively in accordance with the organisation's policies and procedures.

Compliance audits are conducted for Residential and Community Services 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 our residential sites and Community Program in 2015/2016.

- Campbelltown
 - » Unannounced support visit conducted in October 2015. Recommendation made that all areas assessed are 'met'.
- St Agnes
 - » Unannounced support visit conducted in October 2015. Recommendation made that all areas assessed are 'met'
 - » Announced support visit conducted in February 2016. Recommendation made that all areas assessed are 'met'.

Assessors will recommend the Expected Outcomes are met and that Bene's systems are working.

- St Clair
 - » Announced support visit conducted in January 2016. Recommendation made that all areas assessed are 'met'.
- Community Services
 - » Quality review conducted by the Australian Aged Care Quality Agency in February 2016. Report confirms all 18 outcomes have been met.

St Clair will be having a full accreditation assessment from Australian Aged Care Quality Agency in April 2017.



St Clair

From 1st September 2015, St Clair facility transitioned to become a smoke free facility.

Bene Quality System Framework was introduced to St Clair and Bene policies and procedures implemented and made available to staff.

MANAD electronic information system was introduced into St Clair in November 2015.

Migration of WHS Framework into Bene Electronic Network

Bene WHS Framework has been updated into the Bene Electronic Network in readiness for the Self Insurance preparation process.

Mapping of the WHS framework against the Bene current system documentation has been completed.

The framework has WHS policies and procedures placed into 12 main elements and in each element there are relevant sub elements.

Mass Genovese

Manager, Quality Systems



Financial Report

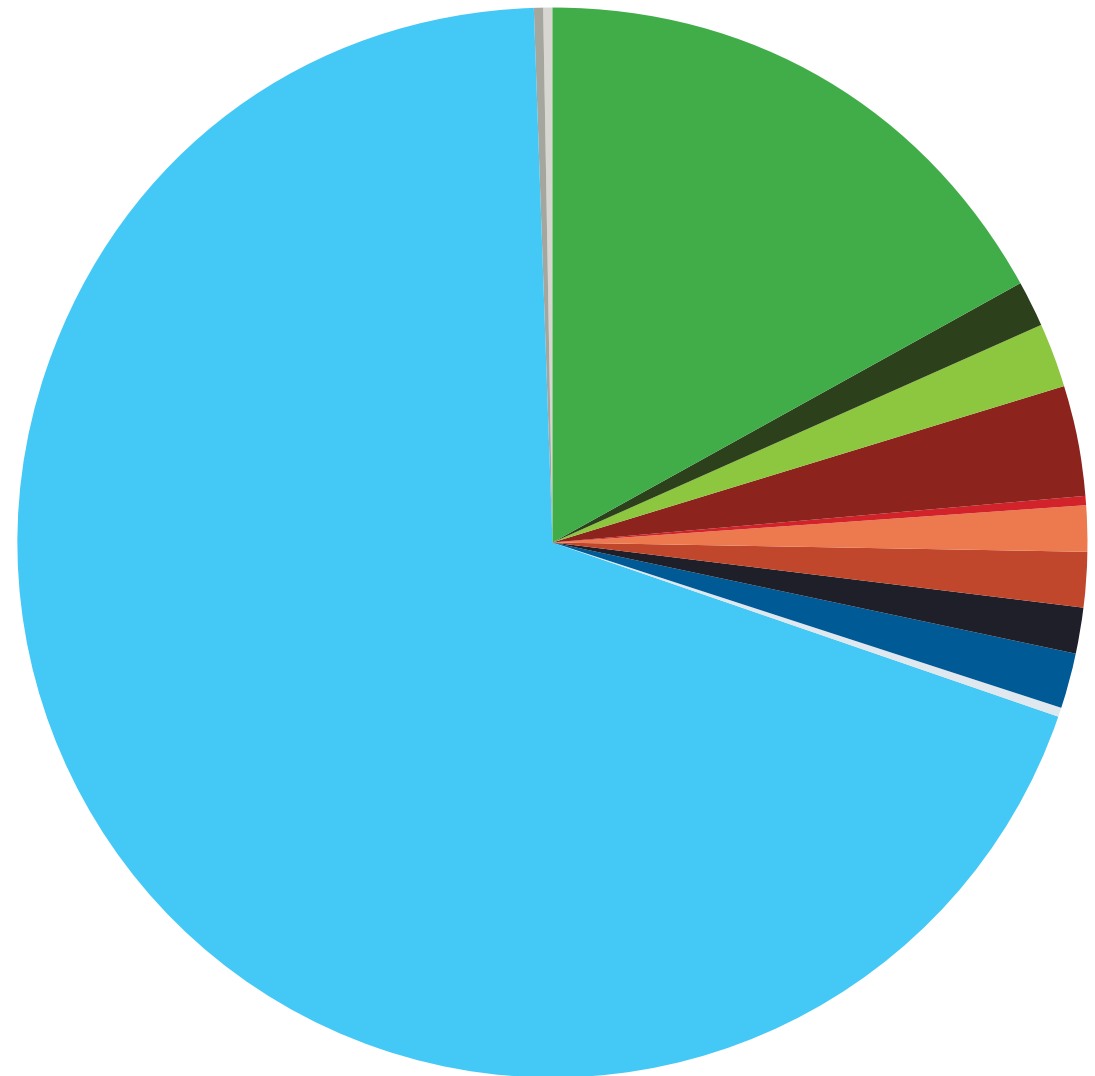
Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$3,089,154 surplus for the year ending 30 June 2016 (2015 surplus \$5,125,191). The overall performance resulted in a surplus of \$4,039,249 for 2016 (2015 surplus \$4,173,563).

The year consisted of the following major events:








- Bene Campbelltown valuation in August 2015 provided an increase in valuation of the site of \$1,139,216
- 2015/2016 was a year of consolidation with the newly acquired Bene St Clair nursing home and the first full year of operating under the new consumer directed care model in community services.

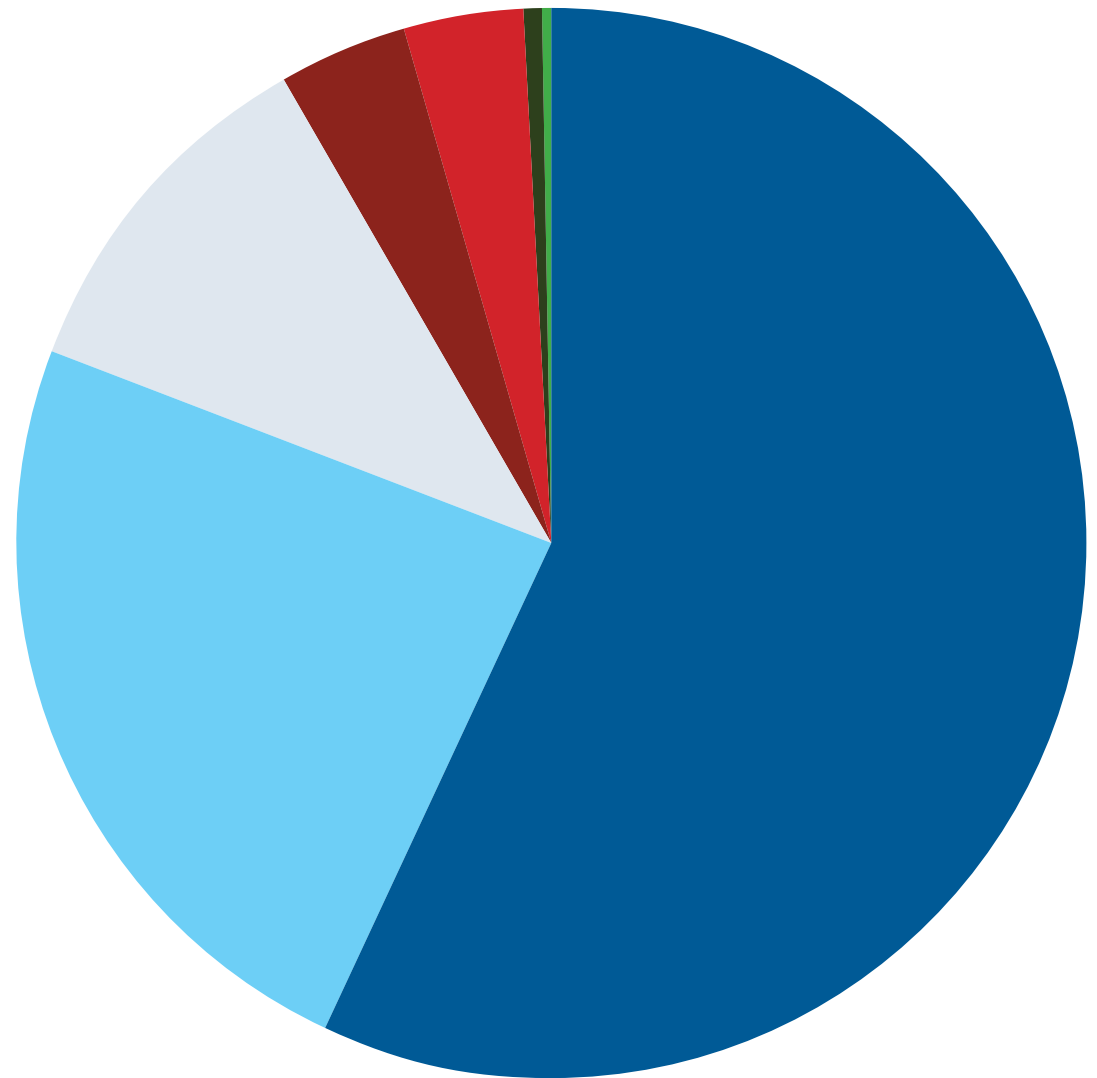
Expenditure

| | |
|----------------------------|-------|
| Admin | 17.0% |
| Depreciation | 1.4% |
| Domestic costs | 2.0% |
| Food | 3.5% |
| Fundraising | 0.1% |
| Utilities | 1.4% |
| Medical | 1.8% |
| Motor vehicle | 1.3% |
| Repairs | 1.7% |
| Resident costs | 0.3% |
| Salaries and related costs | 69.4% |
| Prior year adjustments | 0.1% |
| Interest expense - bonds | 0.2% |



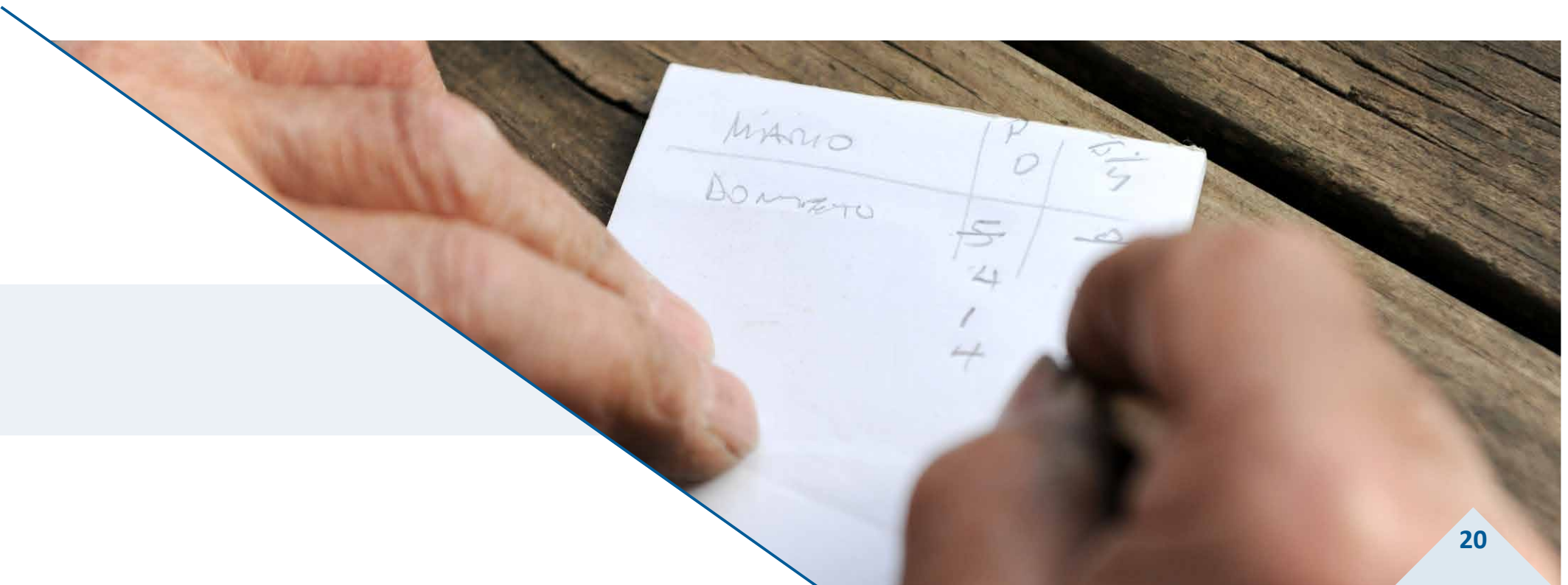
Revenue

| | | |
|---|-------------------------------|-------|
|  | Commonwealth funding | 57.1% |
|  | Fees | 23.7% |
|  | Other income | 10.9% |
|  | Commonwealth capital funding | 3.8% |
|  | Resident capital funding | 3.6% |
|  | Interest income | 0.7% |
|  | Penalty interest unpaid bonds | 0.1% |



Italian Benevolent Foundation SA Incorporated (Bene)

| Year Ended | 30/06/16 | 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 | \$'000 |
| Total Operating Income | 31,688 | 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 | 19,973 | 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) | 2,900 | 4,573 | 814 | (389) | 785 | 1,368 | 624 | 671 | 855 | 3,583 | (106) | (1,915) | 957 | 392 | (683) | 561 | 548 |
| Total Assets | 73,716 | 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 | 42,046 | 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 | 254 | 282 | 282 | 232 | 238 | 238 | 238 | 238 | 238 | 233 | 233 | 233 | 168 | 168 | 168 | 168 |
| Community Aged Care Packages | 188 | 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 | 27 | 17 | 17 | 17 | 12 | 12 | 5 | 5 | 5 | | | | |
| National Respite for Carers Programme Clients | 79 | 79 | 79 | | | | | | | | | | | | | | |
| Community Programs-Other | 7 | 7 | 7 | 10 | 10 | 11 | 11 | 11 | 11 | 11 | 7 | 3 | 3 | 2 | 1 | | |



Bene Board



Ms Marie Alvino
Chairman



Dr John Caruso
Vice Chairman



Mr Ray Ravalico
Co-Secretary



Dr Mario Giordano
Co-Secretary



Mr Carmine De Pasquale
Board Member



Dr Armando Matto
Board Member



Mr Silvio Iadarola
Board Member



Mr Ernie Sorgini
Board Member



Ms Anna McNair
Board Member

Mr Ben Battiste
Board Member

Mr Antonio Dottore
Board Member

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Allan Mitchell
General Manager



Ruth Ryan
Director of Residential Aged Care



Maria Chabrel
**Manager Community
Connections and Innovation**



Donna Brownsea
Manager Community Care



General Enquiries

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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

Italian Benevolent Foundation SA Inc.
ABN 52 756 107 562

