



 **Bene**

ANNUAL REPORT 2017 | 2018

 **Bene**

The essence of Italian Style is the joy of sharing:
sharing love, sharing music, sharing food,
sharing care, sharing the best of life,
regardless of where you're from.

Italian-Style

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Bene: a new name with 40 years experience.



Chairman & Chief Executive Officer

The 2017/2018 financial year continued to be another strong year for the Italian Benevolent Foundation SA Incorporated t/a Bene Aged Care (Bene) with a turnover of \$32.9 million providing a surplus of \$1.693m and an increase in our net assets to \$51,185m. All of our service operations maintained full accreditation throughout the financial year.

The deregulation of Home Care packages by the Commonwealth Government in February 2017 continues to have an impact on the industry, combined with a backlog of Home Care recipients waiting up to nine months to obtain a package.

The changes to the Home Care funding has also had a major impact on the industry. This has provided clients with more choice and competition with many new providers entering the Home Care market. For Bene, this has resulted in staff redundancies due to a restructure and realignment of our Community Care business model in line with the funding and service delivery changes.

Bene currently employs over 450 employees and 200 volunteers in South Australia providing care to 254 residential care clients and to over 1,000 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. In July 2019, new single quality standards will apply to both Residential Aged Care and Community Care. There will also be more unannounced audits from the Quality Agency going forward.

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 an exciting year ahead with major capital developments to improve our Residential Aged Care building stock which will enhance and grow our quality care services to our community.



Bene's Highlights for 2017/2018

- Bene Aged Care undertook a major refurbishment and fitout of the new Padre Pio building located at 480 Torrens Road, Woodville North SA and Community Services moved from Tranmere Offices to the building in September 2017.
- In August 2017, there was a major restructure of the staffing model of Community Services with redundancies totalling \$306,000 to align the business to the reduced number of Home Care clients.
- During the year Bene Aged Care purchased adjoining properties to our Residential Aged Care sites in Woodville and Campbelltown for future development opportunities.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer



Residential Care Services

The 2017/18 financial year has been a busy one for Bene Residential Aged Care Services.

Our Clinical management personnel have remained stable. Clinical Nurse Deanne Waack at St Clair has taken some extended leave and we have been fortunate to have engaged Amy Edwards to fill in for her. Amy is a wonderful addition to the team and has settled in very well.

Kelly Davis joined the team in September 2017 in the role of ACFI/HIMS (Aged Care Funding Instrument/Health Information Management Systems) Coordinator. Kelly has many years of experience in senior management in aged care and brings extensive knowledge of all aspects of aged care in addition to funding.

Our new Hospitality Services Manager John Cooper commenced in March 2018 bringing a great deal of expertise and enthusiasm to the role. John is now working closely with clinical and care staff to focus on constantly reviewing the meal service and improving the dining experience.

Our three residential sites continue to face some workforce issues so we are focussing on recruiting quality employees with expert support from our HR Team. Group interviews are a new method that is working well.

Qualified applicants with an Italian speaking background continue to be sought but remain scarce.

Throughout the year we had regular announced and unannounced visits from the Australian Aged Care Quality Agency across all three sites.

In September 2017 Bene Campbelltown had an unannounced visit focused on Clinical Care, Human Resources and Continuous Improvement Activities.

In December 2017 Bene Campbelltown underwent its two day full Re-Accreditation audit, met all 44 aged care standards and successfully gained three years accreditation.

In April 2018 Bene St Clair had an unannounced visit focused on Clinical Care and Human Resources.

In June 2018 Bene St Agnes had an unannounced visit focussed on Medication, Care and Security of Tenure.

Many Care recipients and their representatives were interviewed and their opinions sought and recorded during all of these visits.

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 focussed on Bene's vision to enhance the wellbeing and quality of life for older people from Italian and other communities in our care.

The Volunteer Officer Kylie Maher and her amazing team of volunteers continued to add an extra dimension of services for our care recipients, introducing increased visits from school children for intergenerational socialisation and activities. A "Men's Club" has been successfully implemented that engages both residents and centre-based community participants. Bene Bambino at St Agnes continues and is looked forward to by the many residents who really enjoy interacting with the children. Kylie has since moved on from Bene Aged Care but we appreciate her contribution.

About our Care recipients

Our occupancy average for 2017/18 was 93% with 311 admissions.

Roughly one third of our resident population is male.

Average stay at Bene is 3.3 – 4 years.

Two female residents at Bene St Clair are Centenarians (100 and 105 years of age).

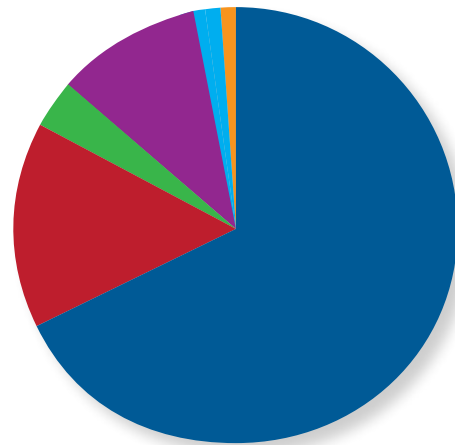
Two female residents at Bene St Agnes are Centenarians (101 and 103 years of age).

One male resident at Bene Campbelltown is 100 years of age.

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

Snapshot:

Country of Birth



- Italy 69%
- Australia 15%
- UK 3%
- Other European Countries 10%
- Asia 2%
- USA 1%
- South America 0%

Feedback

Residents, representatives, visitors and employees have all been using our very robust feedback system resulting in some minor and major opportunities to improve our service.

Feedback across all sites 1/07/17 – 30/06/18:

- 340 Compliments
- 248 Complaints
- 116 Suggestions.



Some of the Residential Projects undertaken in 2017/2018 were:

Partnerships with Adelaide Universities

Flinders University/Bene Aged Care collaboration – **‘Activity levels of older adults in residential care’**, a St Agnes Pilot Project. An information session was held over morning tea for residents prior to activity monitors (like a wristwatch) being attached to 7 residents. These were worn for 7 days then data retrieved. A second group of residents then participated in the project. Our residents enjoyed interacting with the students and feeling connected to university research.

University of South Australia/Bene Aged Care collaboration – **‘The PAW Project’** (Pets, Ageing & Wellbeing) – we are at the beginning of a three year project. Probable time frame to commence is early-mid 2019 or even start of 2020. We have provided a letter of support.

My Home Life Leadership Training

Relationships are at the heart of an award-winning international aged care leadership program “My Home Life”. Bene Aged Care is committed to embracing new ideas to support older people and has supported 7 senior management personnel to attend the training program. Bene, as a member of the SA Innovation Hub (a community of aged care providers who are working together to share knowledge and learn from each other), was invited to commit to the education.

The course builds on valuing our staff members, family members and the person receiving the service, knowing that these people are interdependent and work together. The course shows how caring conversations and appreciative enquiry are the cornerstone to building relationships.



Bene has become a part of this international community of practice where we can draw on each other's learning and explore best practice together. Aged Care is experiencing rapid social, technological and political change and it is important that our leaders are ready to embrace that change and to create a positive future together.

Bene Choir at Campbelltown Nursing Home

In July 2017 the idea for a choir was sewn when staff attended an aged care seminar that provided information on improving resident's lifestyle through group activities. A choir formed by a group of residents from another aged care facility was performing at the seminar.

Studies have shown how a choir can improve health and it is fantastic brain food. Singing encourages multi-tasking, memory and focus. 'Le Bene Brillante Choir' was born and it is wonderful for residents to be able to invite friends and family to concerts and travel to other Bene sites and sing for them.

Dining experience review at St Clair

Feedback alerted us that improvement was necessary. Staff joined residents for a meal to assess the dining experience and together plans for improvement were hatched. Refurbishment of the dining room including equipment, flooring, painting and furniture commenced in consultation with residents and staff, focusing on what was important to all concerned to improve service. With guidance from the Hospitality Manager and assistance from all staff the transition has resulted in a much improved dining experience.

Italian cultural influences

As in previous years Bene Aged Care celebrated the Feast of the Immaculate Conception in December and in June, the Feast of St Anthony. The feasts are very well supported by residents, families, members of the public and government representatives. Many Bene volunteers and employees give their time to assist with these functions and our Catering team never fail to provide a delicious meal. Residents from all Bene sites are invited to these Feste.



The future

Bene Aged Care, along with the rest of the aged care sector (incorporating Residential and Community services), is anticipating the transition to the new Aged Care Quality Standards, knowing all providers will be assessed against the new Aged Care Quality Standards from 1 July 2019. During this transition period we will be focusing on:

- Aligning our systems, policies and practices with the new standards
- Supporting employees and volunteers to understand the requirements of the new standards, and
- Supporting care recipients, their families and representatives to understand what the changes mean for them.

The Single Aged Care Quality Framework also includes the move to having unannounced visits which will replace announced re-accreditation visits.

We look forward to adapting to the ever-changing aged care environment in which we provide our service and the inevitable changing expectations in a society facing increased need to care for our elders. We must develop a keen understanding of the new framework and incorporate it into our customer service, while striving to maintain our CALD focus.

It is important to acknowledge that the last financial year has been full of challenges, which our clinical, care, hospitality and administration staff have confidently embraced.

For their dedication, skill and adaptability we acknowledge all of our valued employees and volunteers and we sincerely thank them for their empathy and dedication.

Community Care Services

The Community Aged Care sector continues to see major legislative change and increasing choice in the market with a massive number of new entrants and diverse service models. Ongoing pressure on the system of assessment and allocation still sees some 105,000 plus individuals awaiting home care packages (nationally). This has resulted in many instances of consumers exiting the system and going into Residential Aged Care from low level packages. All areas are seeing more movement in the assessment process realising further confusion for consumers and continued review and compliance consideration for providers adding to the cost of service provision.

The big ticket items to come this year revolved around the Commonwealth Government's direction of packaged funds being 'if you don't spend it you lose it'. Portability of packages between providers, continued change and revision of the My Aged Care website portal with platform stability issues and the removal of allocated numbers of package levels (all package allocations are now based upon need, whether level 1,2,3 or 4).

The regrettable occurrences of the S.A. State run Oakden facility has had far and widening consequences for the entire sector (Residential and Community). A comprehensive review report has resulted in a change in direction of the quality framework governing providers and a (soon to be implemented) combination of the office of the Complaints Commission and the Australian Aged Care Quality Agency.

A major focus of the findings and the influence of how care is delivered in the community, has been one of health, wellness and re-ablement. Bene community operations is well supported in this area through the auspices of our Allied Health professionals in the field and its "Benessere" project. The platforms of this are being rolled out across policy and procedure in all areas of Community operations.

Despite the above, Bene has continued to provide over 1,000 care and service interventions and support to community clients across in-home care, the Commonwealth Home Support Program (including centre based services), Veterans Affairs and Disability Carer Support. Many clients access multiple services/activities.

The Community portfolio underwent significant structural reform to better align with the continued policy and funding direction changes throughout the year. This included further evolution on our approach to sales and marketing in an ever increasing competitive sector, new senior and field staff management and significant upgrades to system solutions better effecting connection with staff (in the field) and clients.

Bene Community Care fully transitioned into its new 2 storeyed administrative and centre based facility at 480 Torrens Road, Woodville North. This state of the art modern building houses the entire Tranmere community administrative personnel as well as the relocated Padre Pio centre from 222 Torrens Road, Renown Park. Other amenities include a purpose built kitchen, major training room, minor meeting rooms and a wellness centre based upon specialised exercise equipment for building physical capacity and rehabilitation to the aged.

This new Padre Pio centre continues to increase attendance with cross program interaction that includes our northern centre based activity clients accessing social and exercise programs with our clients from the western suburbs.

Of continued success (gained through overwhelmingly positive feedback) has been our client weekend outings to tourist outlets in the hills and surrounds as well as wine regions. Bene is developing broader community contacts to provide for more and varied options in this area to improve our service offering for our clients. We sincerely thank our staff and volunteers for their efforts in making these events happen.

Quality

Providing resident and consumer focused care and services is central to Bene's philosophy.

In order for us to deliver on this, we have a 'Quality Framework' which enables us to integrate the principles of quality in our delivery of care and services ensuring the care and service we deliver is safe, best practice and most importantly resident/consumer focused.

We continue to review our Quality System to ensure that we comply with relevant Standards, Legislation and Regulations.

Our Quality System is supported by the Board of Management who is committed to the ongoing process of continuous improvement.



Accreditation and Support Visits

St Clair

St Clair had an unannounced support visit by the Australian Aged Care Quality Agency on 10th August 2017.

Expected outcomes reviewed:

- 1.6 – Human Resources
- 2.4 – Clinical Care
- Continuous Improvement
- Expected Outcomes were met.

Campbelltown

Campbelltown facility had an accreditation visit by the Australian Aged Care Quality Agency in December 2017. Our continual improvement of systems and processes resulted in Campbelltown meeting all the 44 expected outcomes and passing accreditation.

St Agnes

St Agnes had an announced support visit from the Australian Aged Care Quality Agency on 12th June 2018.

Expected outcomes viewed:

- 2.7 – Medication Management
- 2.13 – Behaviour Management
- 3.10 – Security of Tenure
- Continuous Improvement.

The assessors were extremely complimentary of the care and services that they observed and witnessed and indicated they will be recommending to the decision maker that all outcomes reviewed have been met.

St Agnes will be having an unannounced accreditation audit from Australian Aged Care Quality Agency audit any time before 1st March 2019.

Single set of quality standards - The Aged Care Quality Standards

The way aged care providers think about quality is undergoing a significant transformation. Excellence in Clinical Care is not enough.

The Australian Government, through the Department of Health has initiated the process to develop a Single Aged Care Quality Framework.

The Single Aged Care Quality Framework is intended to build on three pillars:

- A Single set of Aged Care Standards for both residential and community services
- A streamlined approach to assessing performance against the Quality Standards
- Enhanced quality information to assist consumers to make choices regarding the care and the services they need.

Previously the Aged Care Standards were a dialogue between Accreditation Agency and providers. Reports were around evidence a provider can produce to show that they met the Standards and consumers had little involvement.

The Single Set of Aged Care Quality Standards has been developed to increase consistency across aged care services and make it easier for consumers, their families, cares and their representatives to understand what they can expect from the service.

The new Standards will replace the existing Residential Accreditation Standards and the Community Home Care Common Standards.

There will now be 8 Standards under the Single set of Aged Care Quality Standards.

Each Standard will have a:

- Consumer outcome
- Organisation Statement
- Requirements

The new standards will:

- Reinforce consumer's choice and consumer control about their life
- Make it easier for consumers and their families to understand what to expect from the service provider and for the service provider to understand what consumers expect from them.

The eight Standards are:

- Standard 1 – Consumer Dignity and Choice
- Standard 2 – Ongoing Assessment and Planning with Consumers
- Standard 3 – Personal Care and Clinical Care
- Standard 4 – Services and Supports for Daily Living
- Standard 5 – Organisation's Service Environment
- Standard 6 – Feedback and Complaints
- Standard 7 – Human Resources
- Standard 8 – Organisational Governance

There will be a 12 month transition period from 1st July 2018 for service providers to have the opportunity to:

- Self-assess performance and identify any gaps in practice and focus areas for improvement against the new standards
- Support staff to understand the requirements of the new standards

- Support consumers and their families, carers and representatives to understand what the changes mean for them.

Assessment against the new Aged Care Quality Standards will commence from 1st July 2019.

What Bene is doing during the transition period?

- Information on the new Aged Care Quality Standards have been placed in newsletters to consumers and staff
- Education is being presented to all staff through annual training day sessions which will continue throughout 2018/19
- Information is being provided to new staff at Bene 'Welcome Day' induction
- Bene Policies/Procedures when reviewed includes reference to the new standards and adding a statement to reflect consumer focus and consumer choice and experience
- Residential 'Resident of the Day' procedure reviewed and includes 'Appreciative Enquiry' to include questions relating to consumer experience. Community Services conduct a 'Service Delivery Survey' to ascertain consumer's experience
- Attending information sessions by the Australian Aged Care Quality Agency on understanding the new Standards presented.

Unannounced re-accreditation audits

In October 2017, the Commonwealth Government released a report of the review into the Commonwealth Aged Care Quality & Regulatory process.

Coming out of that review, recommendations were made and government responded quickly to adopt one of the recommendations, which was related to a move to unannounced re-accreditation audits.

There was a strong rationale for this change. It signaled a focus on consumer outcomes for any given day at any given time. It gives an opportunity for providers to be demonstrating that they are providing quality outcomes for care recipients on any given day rather than a planned process that was a performance assessment on a particular day of the audit.

Up until the cut over in July 2019, service providers will be accredited against existing standards.

As from 1st July 2019, providers will be accredited under the new Aged Care Quality Standards.

New initiatives announced as part of the 2018/19 Federal budget

The 2018/19 budget announced a number of initiatives as part of the 'MORE Choices for a Longer Life Package':

- Establishing a new Aged Care Quality and Safety Commission.

A new independent Aged Care Safety and Quality Commission will be set-up to oversee the approval, accreditation, assessment, monitoring, complaints handling and compliance of approved providers.

The new Commission will bring together the functions of the Australian Aged Care Quality Agency, Aged Care Complaints Commissioner and aged care regulatory functions of the Department of Health. The new Commission will begin from 1st January 2019.

- Development of a Single Charter of Rights and Responsibilities for consumers.

Customer satisfaction

Bene values feedback from residents, consumers, families and other stakeholders to improve our services.

We are committed to responding to all feedback in a constructive, non-judgemental, positive and harmonious manner.

We continue to achieve outstanding consumer satisfaction results through surveys. The 2017 survey for residential care and community services indicate:

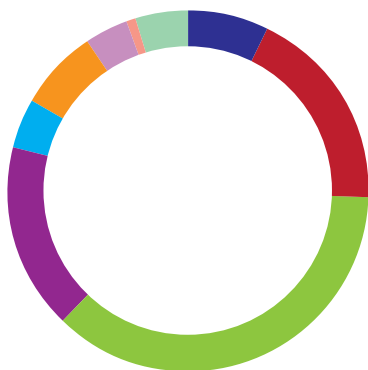
- 92.16% of residents/representatives in the Bene Residential Aged Care facilities being satisfied with Bene's services
- 94.4% of consumers receiving community services were satisfied that the service is meeting their expectations.

Human Resources

The challenge to attract and retain employees that equally match our culture and values in the support and care for our residents and consumers, continued to be a focus for 2017/18. A total of 119 new recruits joined the Bene Aged Care team, however retention of staff remained an issue, with 120 employees leaving our employ. This figure does include the loss of 13 employees due to the Community Services restructure.

Care Workers and Community Support Workers continue to form greater than 50% of our workforce and remain the most difficult group of workers to attract and retain. This remains an ongoing issue for the entire aged care sector, and is not exclusive to Bene Aged Care. The chart below provides a simple breakdown of our workforce distribution by occupation.

Occupational Groups



- Administration
- Community Support Workers
- Care Workers (Residential)
- Nursing
- Hospitality Services
- Catering
- Lifestyle
- Maintenance
- Management/Corporate

As a member of the SA Innovation Hub, Bene Aged Care has embraced the opportunity to train some of our leaders on the award-winning My Home Life program. My Home Life is an international, evidence based initiative, applying simple yet powerful frameworks uniquely tailored to the aged care setting. The tools that have been acquired during this training have been invaluable and we have extended their value to assisting in our recruitment process.

In late 2017, in an attempt to improve our recruitment outcomes and create efficiencies in our recruitment process, we designed a group recruitment format utilising some of the My Home Life techniques, resulting in some extremely positive outcomes.

A great deal of work has gone into preparing for the distribution of the new Bene uniform. Unfortunately, due to some changes and delays with wholesale fabrics, we have not achieved our goal to have them distributed by 30th June 2018, but we are looking forward to seeing our staff wearing them very soon.

In 2017/18 we took the opportunity to undertake all of our mandatory one day training, for all sites, at our wonderful purpose-built training room at the Padre Pio Centre. Our whole day format for mandatory training continues to be well received and we will continue to update our training to ensure that it remains meaningful and relevant. We continue to supplement our face to face training with online training via Altura Learning (formerly Aged Care Channel).

In summary, it has been another busy and challenging year for the Human Resources team, and we are preparing and looking forward to the year ahead.



Volunteers

Volunteering is a gift people share to enrich the life experiences of others. We value our volunteers and say 'Grazie' for everything you do at Bene Community Programs, Residential Homes, Events and Fundraising. We look forward to your continuing support.

Yours faithfully, Allan Mitchell GM.

Bene's Volunteer program continued to expand and diversify during 2017/18. Volunteer numbers remain at over 200 active people across all aspects of Bene's organisation supporting staff, residents and clients.

During National Volunteer week, Bene management held appreciation functions across the organisation and provided the volunteers with packs of coffee mugs and wine glasses in appreciation of the continued work of the portfolio.

We continue to receive numerous enquiries (upwards of 30 per month) regarding volunteer positions via direct contact, website and listings on Seek. Additionally, engagement of Volunteers occurred via the Government's 'Work for the Dole' scheme and it was also welcoming to see that Bene transitioned 3 volunteers to employment across our operations this year.

National Standards for involving Volunteers have been developed by Volunteering Australia through a consultation process with volunteer-involving organisations and volunteers and aim to promote a model of best practice in the

management of volunteers have been fully adopted and are ongoing throughout Bene.

Intergenerational programs and educational connections continued this year with activity around preschool (Bene Bambini's), 6 middle schools including Our Lady Of Hope, St Mary's College, Rostrevor College and Saint Ignatius' College via the Student Community Participation week (in June) across Residential and Community programs.

Community connections included fundraiser sausage sizzles, Men's Group and Bunnings DIY workshops both at facilities and at Bunnings Warehouse at Modbury and Art Therapy program coordination at The Italian Village. An extension to the Art Therapy Program has seen our volunteer Luigi (previously a professional photographer) engaged to carry out a resident profile project with the final photos to be framed and hung throughout the Italian Village.

Regrettably, this year saw the departure of Kylie Maher as the Volunteer Development Officer. Kylie had been with Bene since 2013 and her contribution and support to the Volunteers is greatly missed.

Hospitality Services

This year has seen a changing of guard for Hospitality Services. Nigel Jones has left for a career change and Bene has employed a new Hospitality Manager, John Cooper.

John started at Bene on the 13th of March 2018 and comes with extensive management experience across multi-site catering, cleaning and laundry services in the health care sector. John also has significant experience in culinary and dietary needs and multi-disciplinary environments with a strong focus on team development, food service development and general hospitality services for the residents and clients. Welcome to John.

Menu and Supplier Review

Menu

All sites have undertaken a menu review in the last 12 months to meet the resident's requirements. All these reviews have been assessed by an approved Dietician.

The Menu Review at St Agnes has recently been completed and will commence in late September. The menu review has been designed with 'Italian Cuisine' in mind catering to our Italian heritage here at Bene. Feedback from staff and residents has been crucial in developing and updating this menu as to ensure meals meet the resident's expectations. Feedback will be gathered after two, four week menu cycles to allow us to changes if required.

Suppliers

A full review has been undertaken to ensure we are getting value for dollar in all areas of Hospitality. The focus of the review was obviously any cost savings available, but also quality of products, focussing on locally produced food. We have welcomed some new suppliers and also thank our current suppliers for their continual support.

Food Safety Compliant

All sites in the last 12 months, have achieved a pass mark from their local councils in Food Safety through their annual audits. A full review of our Food Safety Plan is currently underway to ensure we remain compliant with all food safety regulations and compliance.

St Clair Servery

New equipment was purchased at St Clair to enhance the dining experience. Bain-maries have been installed in both dining rooms to ensure that the food served at lunch and dinner is hot. They will also provide the aroma needed to promote an enhancing and authentic dining experience as well as providing the opportunity to change their meal choices on the day.

Specialised Activities

A Volunteer's Appreciation Luncheon was held at The Padre Pio Centre and The Italian Village in May 2018. Volunteers are a large part of the culture at Bene and these luncheons were our way of saying "Thank You" for all the hours you have committed to enhancing our resident's wellbeing.

The Feast of St Anthony was held at The Italian Village on 13th June 2018. The feast comprised of a 3-course meal prepared and served by the great Hospitality Staff and Volunteers. With the Main Dining Hall packed, guests and residents enjoyed the festivities.

Fundraiser

The annual fundraiser was held at the Italian Village on the 19th of August 2018. The hard working volunteers guided by Marylisa provided a 4-course meal for over 150 visitors raising valuable funds for new medical equipment for Bene. Music and raffles were enjoyed by everyone as was the entire festivity.

Community Support at Padre Pio Centre and The Italian Village

Hospitality Services continue to provide support to community clients at both sites with meals for lunches and functions. The community clients are our best critics of our food and we value their feedback to improve our meal service.

Workplace Improvements

With a new manager comes some fresh ideas. With the teams at each site, we continue to improve both the workplace environment and our safe working systems. Staff have embraced the new changes as they can all see the benefits in the improvements. Some of those improvements for the year are:

St Clair

- Bain-maries and new dishwasher
- New domestic freezer.

St Agnes

- Fryer filter to save cost and improve the quality of our oil
- New shelving for the cool-room
- New commercial dishwashers for St John's & St Anthony's Lodge.

Campbelltown

- Micro-fibre Cleaning System
- 3 x food service trolleys.

Central Laundry

- New commercial washer and dryer
- 4 new laundry trolleys.





Property and Maintenance Services

The two major highlights for Bene's St Agnes site was the assessment and ultimate acquisition of the 500 kVA generator and installation of the 100 kw of Solar Panels on the roof at St Agnes. With the ever increasing risk of blackouts and rising electricity supply costs these items have been a positive step in the right direction for Bene. The generator is large enough to easily power the entire site, including the recent connection into the grid of the St Anthony's Lodge and St John's buildings, increasing our ability to manage in the event of power interruptions as well as reducing our exposure to the risk of damage to delicate electronic equipment. The solar panels on a good day can potentially provide up to a quarter of our power needs.

The entire flooring in the St John's and St Anthony's buildings at St Agnes have been replaced with modern carpet tiles that improve the look and atmosphere of the buildings, creating a more homely feel. These two buildings along with the Nursing Home have been approved to have roof anchors fitted to improve the safety of all our contractors and maintenance staff who have to access these areas. This will be occurring later in 2018.

During the year there has been some property movement with Renown Park and Tranmere offices being relocated to 480 Torrens Road, the Renown Park site being demolished and Tranmere having been sold. There have been

new properties acquired throughout the past year that have been added to the maintenance portfolio, at St Clair a house at 8 Jelley Street, three units at 563 and a house at 561 Lower North East Road, Campbelltown, which has undergone minor renovations to make it tenable as offices.

Campbelltown this year has also undergone the Triennial Fire safety inspection which it has passed with flying colours, including comments from the MFS as to the positive and commendable attitude that Bene takes in the issue of Fire Safety.

St Clair has had work done in the front carpark with repairs being carried out to the front carpark, removing tree roots causing a potential trip hazard.

Early in 2018 Bene changed over from VW Tiguan to Holden Equinox community fleet vehicles. These have been decorated in the Bene Livery and are looking very smart, with very positive feedback from the clients and staff.

Maintenance staff also assisted throughout the year with functions and events, such as the Feast of St Anthony, Feast of the Immaculate Conception, Christmas functions at all sites and the setup/packup of Carnevale at the Adelaide Showgrounds.

Financial Report

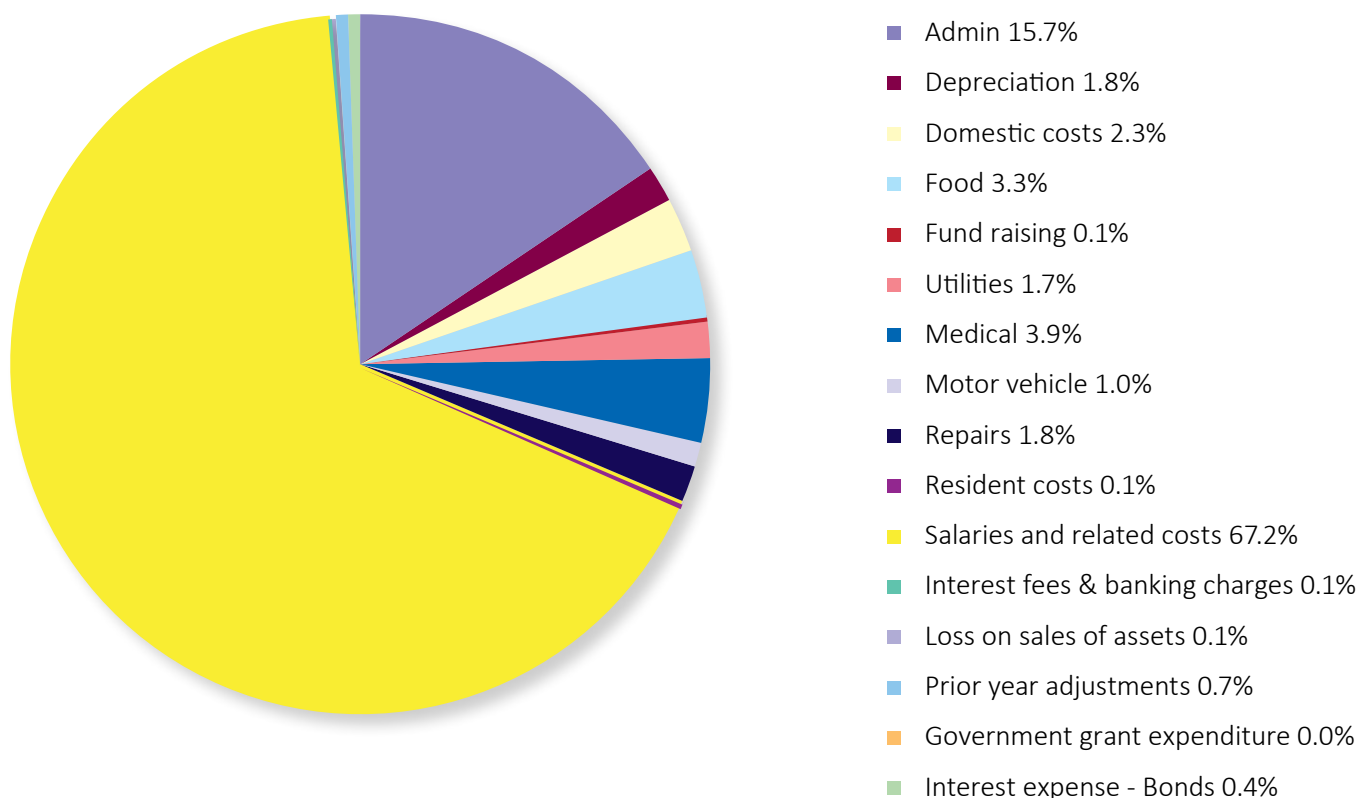
Financial Report

Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$2,380,196 surplus for the year ending 30th June 2018 (2017 surplus \$2,235,224). The overall performance resulted in a surplus of \$1,693,970 for 2018 (2017 surplus \$7,445,561 with \$5,690,468 being the gain on St Agnes revaluation).

The year consisted of the following major events:

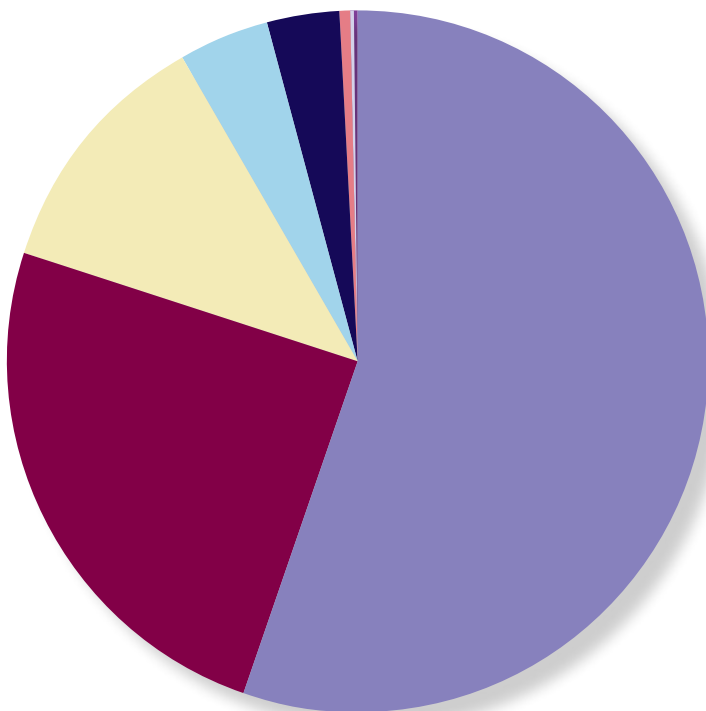
- The de-regulation of Home Care packages on 27th February 2017 has continued to reduce the number of Home Care packages and revenue.
- The following property transactions occurred in the 2017/2018 financial year:
 - Acquisitions
 - 561 Lower North East Road, Campbelltown SA 5074
 - 563 Lower North East Road, Campbelltown SA 5074
 - 8 Jelley Street, Woodville SA 5011
 - Disposals
 - 186 Gynburn Road, Tranmere SA 5073

Expenditure





Revenue



- Commonwealth funding 55.3%
- Fees 25.1%
- Other income 10.9%
- Commonwealth capital funding 4.6%
- Resident capital funding 3.1%
- Interest income 0.9%
- Surplus on sale of assets 0.1%
- Penalty interest-unpaid bonds 0.1%

Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/06/18	30/06/17	30/06/16	30/06/15	30/06/14	30/06/13	30/06/12
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	32,908	32,064	31,688	33,572	26,722	24,101	23,112
Total Salary & Wages	20,961	20,600	19,973	20,511	20,532	19,285	17,189
Surplus/(Deficit)	1,693	1,755	2,900	4,573	814	(389)	785
Total Assets	95,028	85,746	73,716	63,914	63,155	51,951	58,900
Net Assets	51,185	49,492	42,046	38,007	33,434	22,851	36,269

Bene Board



Ms Marie Alvino
Chairman



Mr Silvio Iadarola
Vice Chairman



Mr Ray Ravalico
Co-Secretary



Dr Mario Giordano
Co-Secretary



Mr Antonio Dottore
Treasurer



Dr Carmine De Pasquale
Board Member



Ms Anna McNair
Board Member



Mr Ernie Sorgini
Board Member



Mr Ben Battiste
Board Member

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
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
21,455	20,276	18,760	17,184	15,147	13,700	12,712	10,831	9,480	8,500	7,677
16,227	15,412	14,513	13,262	12,394	11,430	10,197	8,524	7,207	6,162	5,470
1,368	624	671	855	3,583	(106)	(1,915)	957	392	(683)	561
58,338	46,796	38,223	35,819	36,917	31,500	25,846	26,864	20,660	12,857	13,185
35,484	32,265	21,440	20,768	19,912	14,768	7,775	9,817	8,860	8,468	10,007

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Allan Mitchell
General Manager



Ruth Ryan
Director of Residential Aged Care



Elli Kollias
Manager People & Performance



Dominic Musolino
Manager Community Services



Locations

For more information call the team at Bene on **08 8131 2000** or visit us at **bene.org.au**

Alternatively visit us at any Bene location below.

Residential Aged Care

Bene Campbelltown
565 Lower North East Road,
Campbelltown SA 5074
P. 08 8360 9100

Bene Italian Village
6 Mumford Avenue,
St Agnes SA 5097
P. 08 8397 0200

Bene St Clair
2 Jelley Street,
Woodville SA 5011
P. 08 8449 0900

Community Care

Bene Padre Pio
480 Torrens Road,
Woodville North SA 5012
P. 08 8131 2000

General enquiries

480 Torrens Road,
Woodville North SA 5012
PO Box 2618,
Kent Town SA 5071
P. 08 8131 2000

Email enquiries

info@bene.org.au

Italian Benevolent Foundation SA Inc.

ABN 52 756 107 562

