



 **Bene**

ANNUAL REPORT 2018 | 2019

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



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Chairman & Chief Executive Officer

The 2018/2019 financial year continued to be another solid year for the Italian Benevolent Foundation SA Incorporated t/a Bene Aged Care (Bene) with a turnover of \$34 million providing a surplus of \$2,040 million and an increase in our net assets to \$53,226m. All of our residential and community service operations maintained full accreditation throughout the financial year.

The Royal Commission into Aged Care Quality and Safety commenced on the 8th October 2018. The Commissioners provided an interim report on the 31st October 2019 and will provide a final report by the 12th November 2020. Bene Aged Care provided a written “providers response” to the Royal Commission in February 2019. The Royal Commission has unfortunately attracted a lot of negative media for the industry. We look forward to positive improvements to the aged care system as a result of the Royal Commission.

The impact of the negative media for the aged care industry has resulted in a lack of interest in people wanting to work in the industry. We also continue to have a backlog of Home Care recipients waiting up to twelve months to obtain a package.

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 for the development of our staff to complement our objective of continuous improvement in the delivery of care services. From July 2019 new single quality standards apply to both residential aged care and community care. There will also be more unannounced audits from the Aged Care Quality and Safety Commission 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 2018/2019

- Bene Aged Care has been working through our development proposals with our architects for both the St Clair and Campbelltown sites.
- During the year Bene Aged Care purchased a property next to our residential Aged Care site in Campbelltown for future development opportunities.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer



Residential Care Services

The 2018/19 financial year has seen Bene Aged Care, along with the rest of the aged care sector, transitioning to, and being assessed against, the new Aged Care Quality Standards from 1st July 2019. Aligning our systems, policies and practices with the new standards is well underway and we continue to educate employees and volunteers.

Our residential services management personnel have changed at Bene St Agnes. Sarah Dobrota who held the Clinical Manager's role at St Agnes has moved into the ACFI/HIMS organisational role. Svitlana Dello Russo and Juliet Vincent now lead the care management team at St Agnes as joint managers.

The position of Lifestyle Coordinator has been filled by Tina Luce and has incorporated her Cultural Liaison skills into the expanded position. Zoe Gatsios remains as RSM at

Campbelltown and Louisa Broadstock continues as RSM at St Clair.

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 is a new method that is working well. Applicants with an Italian speaking background continue to be sought but remain scarce.

Throughout the year, we had regular unannounced visits from the Australian Aged Care Quality Agency (1st January 2019) and then the Aged Care Quality and Safety Commission across all three sites.

Campbelltown had an unannounced visit on 18th October.

On December 3rd-5th 2018, Bene St Agnes had their unannounced Re-Accreditation visit. This audit was conducted against the previous 44 Standards and saw us implement some quality improvement initiatives across five of those standards. Further unannounced visits to review these improvements were conducted on 7th and 8th March and 9th April. Since the commencement of the Royal Commission there has been a significant increase in the number of Standards being deemed “not met” and sanctions being imposed on other organisations.

St Clair had an unannounced visit on 21st January.

The focus of these visits is now very much about the consumer’s perspective or that of their representatives.

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.

About the people we care for

Our occupancy average for 2018/19 was 94.5% with 245 admissions.

Roughly one third of our resident population is male.

The average stay at Bene is 3.6 years.

The average respite stay is 4.5 weeks.

Two female residents at Bene St Clair are Centenarians (101 and 106 years of age).

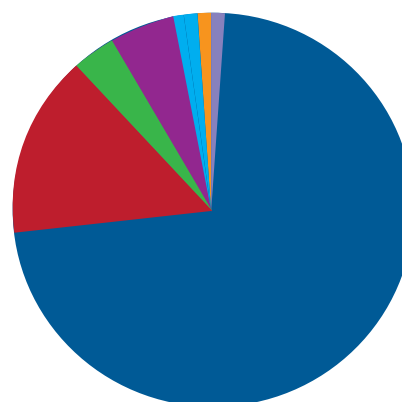
Two female residents at Bene St Agnes are Centenarians (102 and 104 years of age).

One male resident at Bene Campbelltown is 101 years of age.

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

Country of Birth

Snapshot:



- Italy 173
- Australia 33
- UK 8
- Other European Countries 12
- Asia 3
- USA 1
- South America 1

Feedback: Our gateway to improvement

- 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 July 1st 2018 – June 30th 2019:
 - 339 Compliments
 - 308 Complaints
 - 195 Suggestions.



Some of the Residential Projects undertaken in 2018/2019 were:

Research Participation:

ELDAC

Bene St Clair applied for and has been selected to participate in a research project as part of ELDAC (End of Life Directions for Aged Care) Working Together Toolkit Implementation Project. Commencing in March 2019 and due for completion in November 2019 the aim of the ELDAC program is to improve quality of the end of life care, prevent unnecessary hospital admissions and shorten hospital stays through improving collaboration between primary, aged and palliative care services and the palliative care and advanced care planning skills of aged care staff.

Bene workers have found this to be a fantastic opportunity for networking, further education in Palliative Care for our site/organisation coupled with the opportunity for further continuous improvement within this area. Also, an initiative which can be branched out across Bene's RACFs.

Aged Care Antimicrobial Prescribing Survey (AC NAPS)

In line with Best Practice and following on from 2017, Bene were again involved in this national survey that is coordinated by a multidisciplinary team of clinicians and is a joint collaboration between the National Centre for Antimicrobial Stewardship, Guidance Group and the Victorian Healthcare Associated Infection Surveillance System (VICNISS) Coordinating Centre. The overarching aim of the AC NAPS is to improve resident safety and the quality of care in Australian Aged Care Homes (ACHs). To achieve this aim, the initial goal of AC NAPS is to develop a useful and sustainable survey that assesses infections and antimicrobial prescribing.

The long-term goals are to:

- Describe infection, antimicrobial prescribing and antimicrobial resistance trends at a local, regional, state and national level.
- Help identify priorities for interventions and enable monitoring of their implementation.
- Assist in demonstrating concordance with the Australian Aged Care Accreditation standards.
- Continue participating in the AC NAPS in coming years.

National Prevalence of Advance Care Planning Documentation in Australian Health and Residential Aged Care Services Study In July 2018.

The Italian Village was successful with its involvement in the 2018 National *Prevalence of Advance Care Planning Documentation in Australian Health and Residential Aged Care Services Study* funded by the Australian Government. This is an Australia-wide study aiming to examine the prevalence of advance care directives in the health records of people aged 65 years and older accessing general practices, hospitals and residential aged care facilities. The study was piloted in 2017 in 51 sites representing six Australian states and

territories. The 2018 study built upon the findings and methodology of the pilot study to collect a national dataset on the uptake of advance care directives in 100 services representing all eight Australian jurisdictions. *The Prevalence of Advance Care Directives in Australian Health and Residential Aged Care Services Study* provides important data and information regarding the uptake of advance care planning across jurisdictions, sectors, medical conditions and services. These findings have implications for policy makers, stakeholder organisations, service providers and the Australian community.

Bene's participation in this study has contributed to ground breaking Australian research. The findings of this study have assisted to better understand the uptake of advance care planning documentation and provide prevalence rates against which to evaluate future advance care planning programs and initiatives.

Supporting Student Placements

Students are welcome at Bene and provided with ongoing support during their placement. Students have requested and gained placement from many organisations, including:

- School work experience (eg. St Ignatius)
- Tafe SA, ANMEC, Equals & SMP – Cert 3 or Cert 4 in care or nursing
- UniSA, The University of Adelaide – Part of Bachelor Degree of Nursing.

Often this support, the positive experience of students and the connections made with our workers, result in the student applying for and gaining employment with us.

Bene staff often undertake new education opportunities and we support them during their learning.

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 monitoring monitors (like a wristwatch) being attached to volunteer residents. These were worn for 7 days after which the data was retrieved and analysed. Two groups of residents participated in the project. The next phase will involve students planning individual exercise programs. Our residents enjoyed interacting with the students and feeling connected to university research.

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 9 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 cornerstones 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.

Choir at Bene St Clair

The home had applied for a NDIS grant to commence a group choir which was

unfortunately unsuccessful. The discussion had sparked so much interest that the residents and staff decided to initiate a smaller scale choir project for Christmas. Residents, staff, volunteers and families participated in choir workshops, rehearsals were planned, held and led by a volunteer choir master. The goal was to present a Christmas concert and Christmas themed t-shirts were purchased to enhance the look of the choir. Special choir books were made with the Bene Fundraising Team supporting the project. The concert was a huge success and was enjoyed by all, especially as there was an afternoon tea and gifts included!

Cultural and Community connections and influences

In partnership with Multicultural Aged Care (MAC) we attend and look forward to quarterly luncheons for a chat to participate in activities and listen to guest speakers on relevant topics. The residents at our Bene homes enjoy catching up with their cultural community.

As in previous years Bene Aged Care celebrated the Feast of the Immaculate Conception in December, the Feast of St Anthony in June and the Feast of the Assumption of Mary in August. 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 feasts. An added bonus is the fundraising aspect which allows us to purchase extra special items that benefit residents and staff.

Bene sites participated in the Cancer Council’s Biggest Morning Tea. Staff, residents, volunteers and families attended & assisted with raising money which provides residents with the opportunity to help others.

St Vincent de Paul Society: Bene sites continue to participate in the annual Christmas Appeal with several items donated to Vinnie’s in 2018.

The Lifestyle Team at St Clair have made a connection with the local Bunnings store and in 2019 have commenced regular Bunnings outings with residents being able to participate in DIY projects coupled with purchasing plants and flowers etc for the home's garden and courtyard areas.

Dementia Information Evening

On the 16th of April 2019, Bene held our second successful Dementia Information evening in partnership with Dementia Support Australia (DSA). Those attending had varying knowledge and indicated the session was valuable to their understanding of Dementia.

The role of DSA is to improve the quality of life for people living with dementia, working in partnership with the person living with dementia and their care network to understand the causes and/or triggers that lead to changes in the reaction to their environment. These reactions can be a reasonable response to the environment, stimuli and the interaction between people or a more complex interplay of medical issues as a result of their diagnosis.

On any given day all of the residents and our dedicated staff at Bene care are living with dementia.

Living in an "Elderhood" Exhibition

Responding to feedback from staff that a long bare wall would make a perfect 'photo wall', a focus group of interested staff was commenced with volunteer Luigi 'Lou' Marafioti. The 'Living in an Elderhood' Photographic Exhibition was born.

Lou volunteered his time and with residents' permission, commenced to take over a thousand pictures. It was evident that Lou had an amazing knack of seeing and capturing impromptu moments of joy and amazing interactions between residents, staff and animals to name a few.

On the 12th of December 2018, the 'Living in an Elderhood' Photo Exhibition opening

was held. Catering staff prepared and served canapes and drinks to celebrate the conclusion of a successful project. Approximately 10 Bene staff attended the event, 3 fundraising committee members and 1 Board member attended. Twelve very proud residents and relatives also attended the event.

Bene Aged Care is indebted to photographer Luigi Marafioti for the time he has given, in a voluntary capacity, to capture the amazing images for our exhibition.

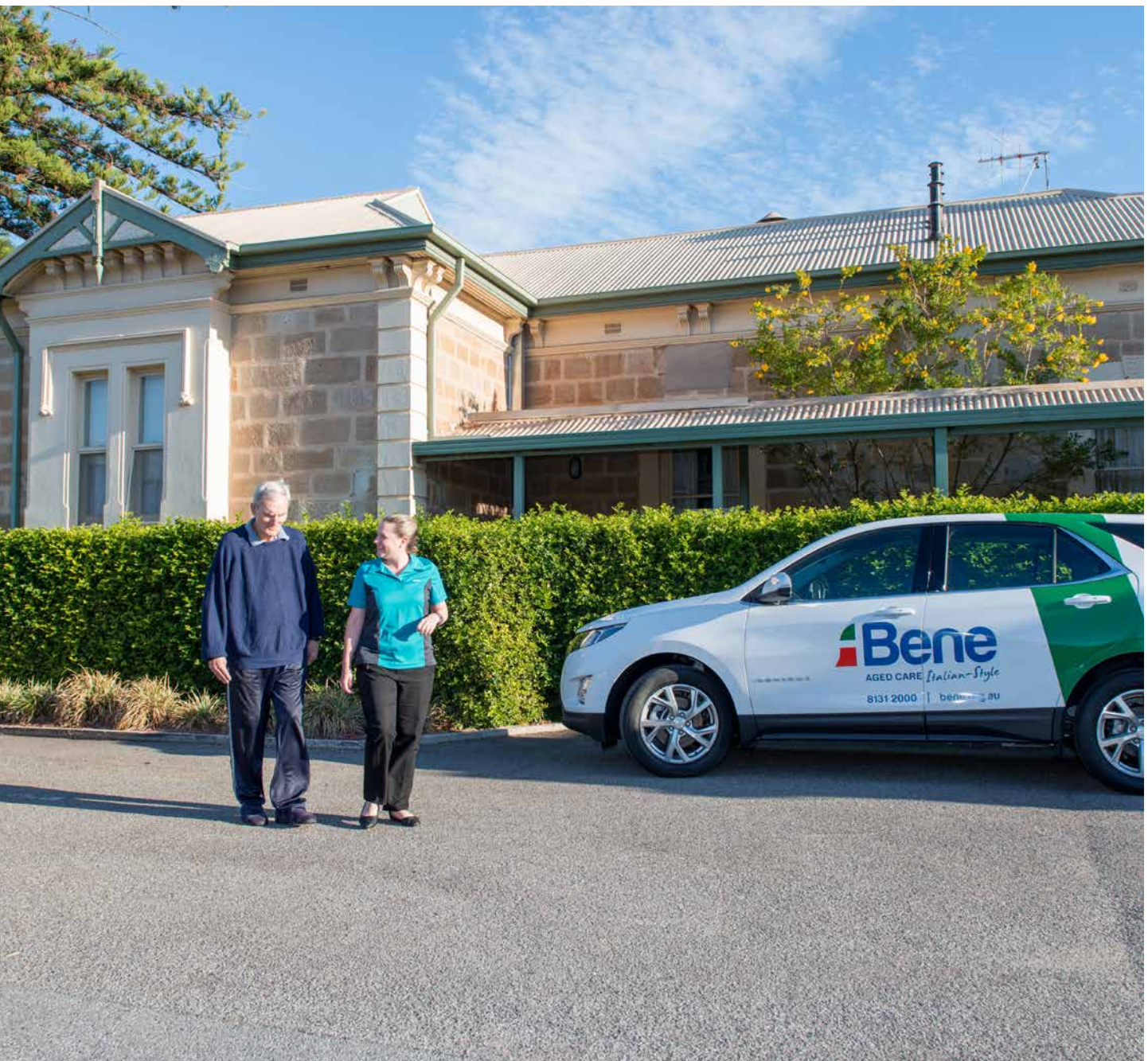


The future

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 continue to develop a keen understanding of the new framework and incorporate it into our customer service, while striving to maintain our CALD focus.

We await the outcomes of the Royal Commission and hope that support from the Government will pave the way for change.

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.



Community Care Services

Bene's Community Aged Care portfolio jointly (with Residential) experienced the ongoing major legislative, compliance and operational transparency changes and transition throughout the year and is ongoing with continued reform to align with these changes.

Significant submission work was undertaken to meet the response requirements of the Royal Commission into aged care. Comprehensive policy and procedural review and documentation rewrite was associated with the changes to the accreditation environment and the transition to a single new 8 standard quality framework across the Community and Residential sectors. This additionally posed challenges for the education and training of all employees in the understanding of the new standards and in the application of them within our service delivery.

All the above required communication and information activity to all community consumers with further changes to a new "Charter of Rights" and Commonwealth Home Support Program (CHSP) consumers transition to registration on the My Aged Care website – for Regional Assessment teams and Aged Care services assessment. The Government focus in this area took on an increased effort for services to be of a more "short term" solution with increased frequency of review. This was carried out in multi-lingual formats to better assist our consumers in understanding the changes.

In the lead up to 30th June, 2019 all community service providers were required to populate and post their respective service pricing information on the My Aged Care website with a link to more detail to be found within their own websites. Changes to the way in which administrative and case management services were charged occurred and this is posing some confusion to consumers as providers take differing approaches to their own schedule of services and fees and in the endeavours to provide for more competition in the sector.

Community operations also underwent its 3 year full accreditation audit on the 18th and 19th February 2019, in which 2 areas were identified as requiring attention to meet the standards. These items were addressed within the statutory time frame for improvement and met the outcomes with accreditation granted on the 21st May 2019. The remedial activity associated with these outcomes additionally formed the platform for future and ongoing reform in technical aspects of our service delivery. It was important to note that the audit identified the broadly "well received" nature of our services to our consumers.

Whilst Bene navigated these often confusing and somewhat frustrating transitional matters, we continued to provide in-home, centre based, veterans affairs and private services to over 1,000 valued consumers. These services continued covering home care packages from levels 1 to 4, CHSP programs in-home, centre based respite and social programs as well as transportation with our vehicle fleet, health, wellbeing and re-ablement activities in our exercise area at Padre Pio.

Despite increased activity around the availability of home care packages, the waiting list for consumers continued to climb to over 130,000 nationally and CHSP consumers experiencing waiting periods of 9 - 12 months.

The year saw increased activity and popularity with social outings across the Adelaide metropolitan areas as well as regional destinations on the rivers, coast and hills.

The month of May saw the commencement of Melinda Fowler joining the management team and bringing technical clinical skills and experience in support of our service delivery across all programs.



Quality

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

The way aged care providers think about quality is undergoing a significant transformation.

A sustainable aged care system that requires consumers to contribute to their care costs where they can afford to do so means that there will be increased consumer expectations for greater choice and control. The ability for consumers to choose who provides care and support will create a more competitive and innovative market.

There have been significant changes in Aged Care in 2019:

Aged Care Quality and Safety Commission

From January 1st 2019 the Australian Aged Care Quality Agency commenced to oversee the approval, accreditation, assessment, monitoring, complaints handling and compliance of approved service providers.

The Aged Care Quality and Safety Commission brings together the functions of the previous Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner.

New Aged Care Quality Standards

From July 1st 2019, the new Aged Care Quality Standards came into effect.

The Aged Care Quality Standards focus on quality outcomes for consumers. This makes it easier for consumers, their families and

representatives to understand what they can expect from a service provider.

There are eight Quality Standards that make up the new Aged Care Quality Standards.

- 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 service environment
- Standard 6 - Feedback and complaints
- Standard 7 - Human resources
- Standard 8 - Organisational governance.

Each of these eight Quality Standards is expressed in three ways:

- A statement of outcome for the consumer — focuses on consumer outcomes.
- A statement of expectation for the organisation — focuses on the systems and processes that organisations have in place to support the realisation of the consumer statement.
- Organisational requirements — evidence that demonstrates the standards are met.

What Bene is doing with the introduction of the new Aged Care Quality Standards

- Bene has provided education to staff via online education and continue throughout 2019 with mandatory training on the Aged Care Quality Standards to assist staff in understanding consumer outcomes and recognising ways in which their practices focus on the outcomes to improve consumers' quality of life.
- Information has been sent to consumers on what the new standards mean to them.
- Information on the new Aged Care Quality Standards have been placed in newsletters to consumers and staff.
- Information is being provided to new staff at Bene 'Welcome Day' induction.

Charter of Rights

From July 1st 2019, a new Charter of Aged Care Rights was implemented. This replaces the charters of aged care rights and responsibilities.

The new Charter will make it easier for consumers and their families to understand what they can expect from an aged care service provider, regardless of whether they are in residential care or receiving care in their home.

The Charter places the consumer at the centre of care by giving them choice and recognising their right to be treated with respect and acknowledges that identity, culture and diversity are to be valued and supported.

Accreditation

Unannounced re-accreditation audits under the new Aged Care Quality Standards commenced from July 1st 2019.

The rationale for change to unannounced re-accreditation visits is that providers can demonstrate that they are providing quality outcomes for consumers on any given day rather than a planned process that was a performance assessment on a particular day of the audit.

Accreditation/Support Visits 2018/19

St Clair

St Clair had an assessment contact visit on 21st January 2019. 5 expected outcomes under the previous Aged Care standards were reviewed. Expected outcomes were met.

Campbelltown

Campbelltown had an assessment contact visit on 18th October 2018. 8 expected outcomes under the previous Aged Care standards were reviewed.

Identified issues were placed into the Campbelltown Continuous Quality Improvement Plan and addressed.

St Agnes

St Agnes had a re-accreditation audit on 3rd - 5th December 2018. 44 Expected outcomes under the previous Aged Care standards were reviewed.

A timetable for making improvements was set out and identified issues were addressed.

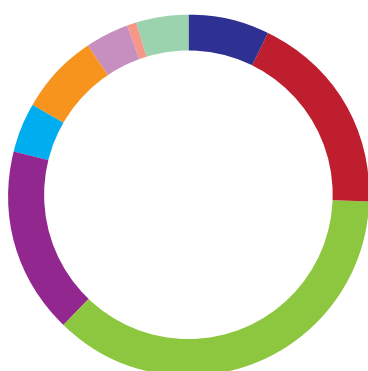
Human Resources

To say that the past year has been thought provoking and challenging would be an understatement. With preparation for the introduction to the new Aged Care Quality Standards, the Royal Commission in full swing, all whilst ensuring business continuity, activity has been at an all-time high.

As at 30th June 2019, Bene Aged Care had 433 employees. During the 2018/19 year, 81 new employees joined the Bene family, and 91 left our employ.

Workforce Snapshot

Total Number of Employees – 433
Female – 87% Male – 13%



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

As depicted in the graph, Personal Care Workers and Community Care Workers are our largest cohort of employees, and remain the most difficult to attract and retain. Whilst attraction and retention of quality staff is

always at the forefront, the human resources team, in conjunction with managers, will be placing even more emphasis on this in the coming year. Additionally, we have continued to review our recruitment and on boarding procedures, and evaluated data from exit interviews to ensure that our recruitment and retention outcomes are constantly being improved.

Feedback on Mandatory Training sessions throughout the year was very positive, and in November 2018, we received more responses to our annual Training Needs Analysis survey than ever before, indicating that staff are invested and interested in extending their knowledge and skills to better care for our consumers. We continued to supplement our face-to-face training with online learning courses via Altura Learning. Additionally, mandatory workshops to assist with educating staff on the new Aged Care Quality Standards were developed, and continue to be delivered to all staff, regardless of their role.

This year Bene Aged Care delivered 8,470 hours of training.

In conjunction with Com.It.Es and the Dante Alighieri Society, Bene was pleased to be able to offer interested staff members with the opportunity to participate in Italian lessons. The course was a great success, with plans to schedule another course in the near future.

In October 2018, we were excited to distribute the new Bene uniform to staff after much anticipation. Consumers and their families have complimented our professional new look, and many staff members have also provided positive feedback.

Moving forward, we are continuing to embed the new Aged Care Quality Standards into our everyday tasks to ensure that we are providing the best consumer experience and continuing to seek to identify opportunities to improve.

Volunteers

Volunteering remains integral in delivering Bene's mission and activity continued at a pace this year, with increased opportunity to impact positively in the lives and services to our consumers and residents. Volunteers deliver approximately 40,000 hours of active people time across the organisation.

In September 2018, Bene welcomed the engagement and commencement of Julie Jones to the role of Volunteer Development Officer bringing extensive experience to the leadership, management and coordination of the volunteer program.

Highlights include the celebration of the Bene volunteer commitment via celebratory events such as the luncheon at the Altavilla Club, during Australia's National Volunteer week. 14 volunteers received service awards.

Increased outings for community centre based clients to many suburban and close regional areas such as the Adelaide Hills and Bunnings remain extremely popular. The program also held a stall at the UniSA Volunteer Expo in February.

Bene volunteers were successful in their application for a grant to be part of the Community Voice Program through the Flinders University Department of Screen and Media and from the Minister for Human Services Hon Michelle Lensink MLC. Bene Age Care volunteer program was fortunate to be selected from the 10 not-for-profit organisations to take part in Community Voice Program in 2019. This Community Voice Program assists organisations to develop media products designed to improve their exposure and attract volunteers to their causes via engaging with Flinders University staff and students to develop a video that can be used to promote and publicise the organisation and as a training resource.

We continue to receive numerous inquiries 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 we continue to look at opportunities for transition to employed work with us.

National Standards for involving Volunteers promoting a model of best practice in the management of volunteers have been fully adopted with a revised volunteer handbook and are ongoing throughout Bene.

Intergenerational programs and educational connections continued this year via the Student Community Participation Week (in June) across Residential and Community programs.

A pleasing result was the volunteer take up of Bene's Flu Vaccination Program facilitated by our clinical staff.

The portfolio successfully contributed to the Residential and Community Quality Commissions Audit in a developed Continuous Quality Improvement Plan and Volunteer Complaints and feedback system.

Community connections remain with ongoing fundraiser sausage sizzles, Men's Group and Bunnings DIY workshops both at Bene residential homes and at Bunnings Warehouse at Modbury and Woodville. The Art Therapy Program coordination at The Italian Village with its extension to the finalisation and permanent exhibition of the resident profile photo project 'Living in an Elderhood' facilitated by volunteer Luigi was formally opened.



Hospitality Services

This year has continued with our seasonal (Winter/ Summer) menus across all residential homes and are evolving to better serve the residents and consumers associated with the direction of the new Aged Care Commission's Quality and Safety Standards.

Menu and Supplier Review

At periods of menu review, existing and potential suppliers are involved in product evaluation, availability, cultural connectedness, quality and cost effectiveness.

Critical to this process is the ongoing involvement and feedback from our residents and consumers at various forums i.e. resident meetings and meal surveys. The evolution of our service includes lower dependency on convenience/ready to eat products and increased development of cooking fresh products such as sauces, desserts and Italian home style cooked food. Dietary improvements have included increased palatability and appearance of specialised dietary meals with nutritional benefits.

Table settings now reflect more relevant condiment range, oils, vinegars and spices.

Table service (crochery and cutlery) for our St Johns and the Lodge wing at the Italian Village saw a newly introduced range to better enable utilisation of cutlery etc and promote better self-involvement during dining.

Celebratory events continued including the annual fundraising event, the Feast of St Anthony (fully booked) and of particular interest was Bene's honour as one of the chosen venues for the international visit of the relics of Saint Padre Pio of Padua. A service was conducted in the chapel at the Italian Village with celebrations thereafter. Staff BBQs were held at all sites for the festive season.

Bene volunteers chose to access external venues for their contribution acknowledgement (National Day) this year.

We extend our thanks to our suppliers for their continued support.



Food Safety

Bene retained its full compliance with the National Food Safety Standards through the many audits conducted across all sites by various local government authorities and further dietary reviews by external specialised organisations. Of particular focus was the controls around listeria and fresh cured meats.

Community

Catering and hospitality services continued at the Italian Village and the Padre Pio centre in Woodville for community centre based clients in social and wellbeing programs and remain extremely popular. This year additionally, saw increased numbers of community clients accessing these services from Home Care Packages and from other community provider programs. The purpose built kitchen at Padre Pio continues to serve our guests well including high levels of function activity associated with broader community programs, Bene internal training and external organisations activities i.e Community Hub and 'My Home Life'.

Workplace and Service improvement: St Clair

- Upgrade and renewal of housekeeping equipment.

Campbelltown

- Upgrade and renewal of kitchen equipment – expanding cooking mediums.

Italian Village

Upgrade and renewal of equipment with focus on special dietary needs.

- Reinstated large capacity stock pot for fresh preparation of stocks and sauces.
- New Central Laundry dryer.

Padre Pio

- Project commencement on the installation of a new combi-oven to increase capacity and range – scheduled for October 2019.

We thank our dedicated hospitality staff across, kitchen, housekeeping and laundry in all aspects of our operations.

Property and Maintenance Services



One of the major projects for Bene's St Agnes site this year was the approval and installation of roof anchors and static line at St Agnes. The risk of falling from a roof is a major safety risk. We now comply with the WHS regulations for roof safety. This is a major improvement for Bene allowing for contractors and maintenance staff to have safe access to the roof when required. The static line allows workers to traverse the entire length of the St Agnes roof without needing to unclip the lanyard, improving safety and ease of use.

The generator interface software was a significant purchase, allowing staff to remotely access critical generator information, as well as being notified when the generator is online.

Major plumbing repairs to the main sewer pipe were effected at the rear of the Italian Village. When the area was excavated the plumbers located numerous areas of pipe damage and all have been repaired.

The kitchen serveries in St Johns and The Lodge had a minor upgrade with the introduction of breakfast bars, greatly improving the look and ambiance of the food presented in these areas. The connecting hallway from St Francis B to St Johns was repaired and a feature wall included, incorporating a beautiful array of resident photos as the ramp is ascended.

During the course of the year there were further property acquisitions with the purchase of a house at 8 Jelley St, Woodville at the rear of the St Clair site for potential development. Bene also purchased 1,400 m² of land currently consisting of 6 units at the rear of Campbelltown.

Campbelltown this year has plans for a major upgrade, with the installation of a fire rated kitchen shutter and the removal of 2 walls to enhance the dining experience. This is due to commence in late October 2019, along with a makeover of furniture and fittings and common area walkways.

St Clair has successfully undergone a triennial survey. Once again the SAMFS commented on the outstanding attitude that Bene has towards fire safety.

Solar panels were installed at Padre Pio, a 36kVA system that covers the majority of the roof. This is generating a substantial portion of the electricity requirements of the site. The software package that came with the system has the ability to show if an individual panel is not performing to standard and the exact location of the panel, making this system much easier to maintain, simplifying the process. At the rear main door an access reader was fitted to improve client safety, requiring an access card to exit the building.

There have been new vehicle acquisitions for Bene, bringing the fleet to a total of 4 buses, 15 assorted makes of vehicles and 2 trailers.

Financial Report

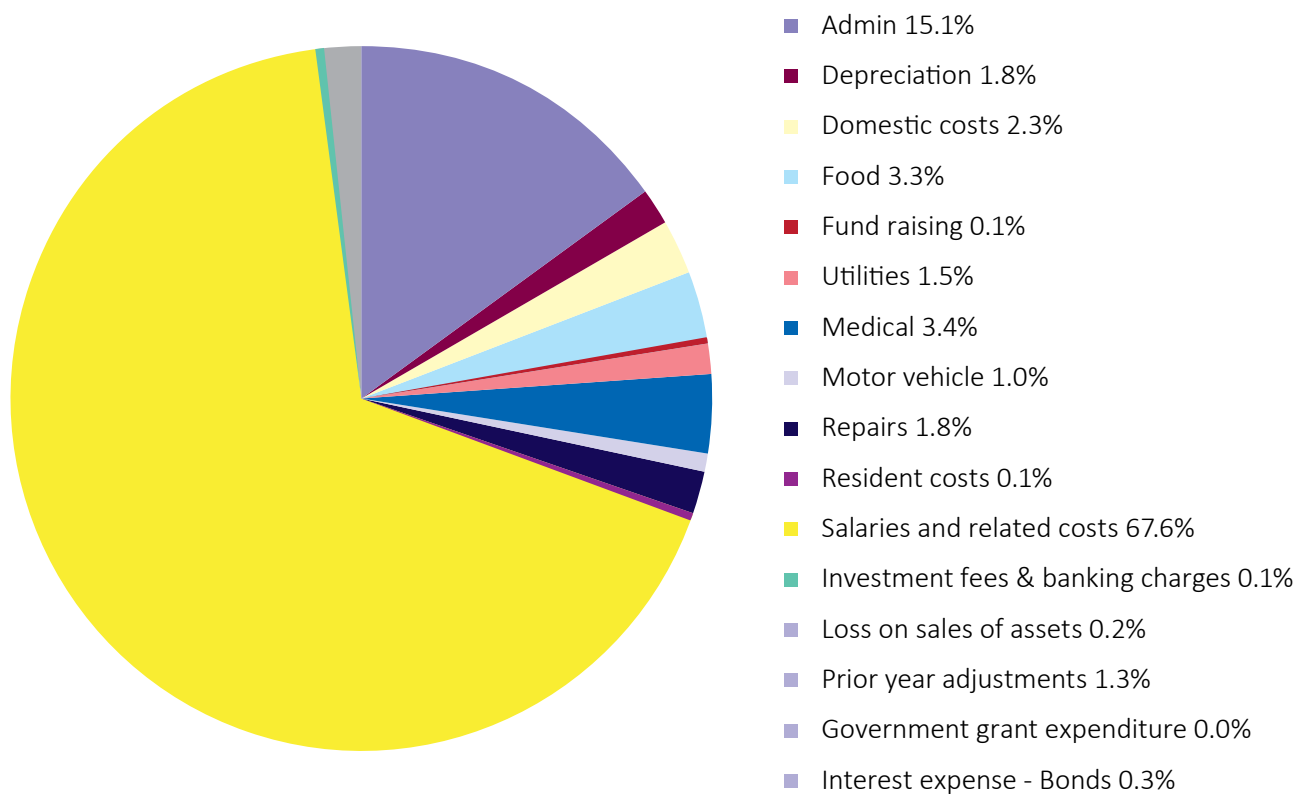
Financial Report

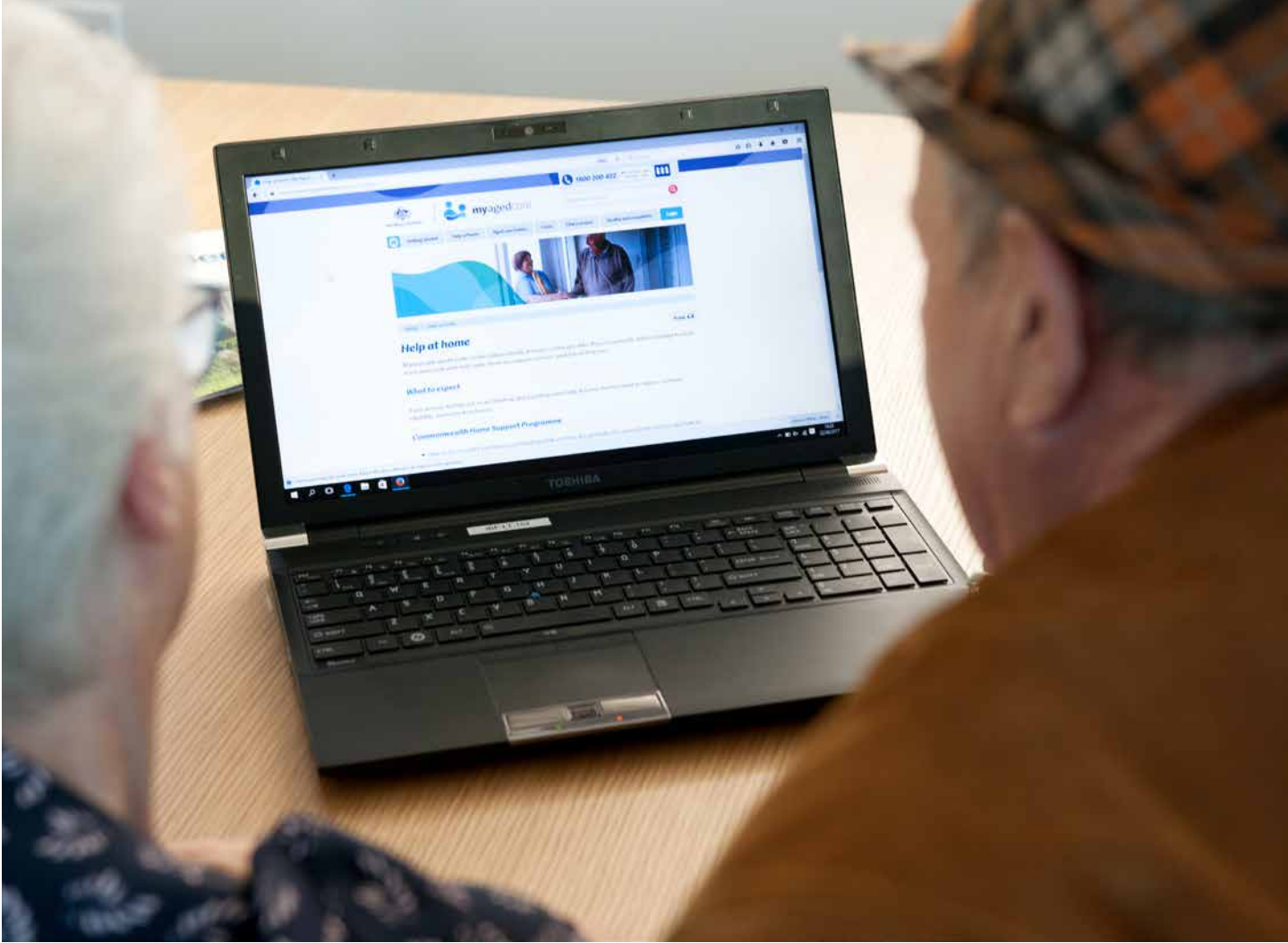
Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$2,704,347 surplus for the year ending 30 June 2019 (2018 surplus \$2,380,196). The overall performance resulted in a surplus of \$2,040,560 for 2019 (2018 surplus \$1,693,970).

The year consisted of the following major events:

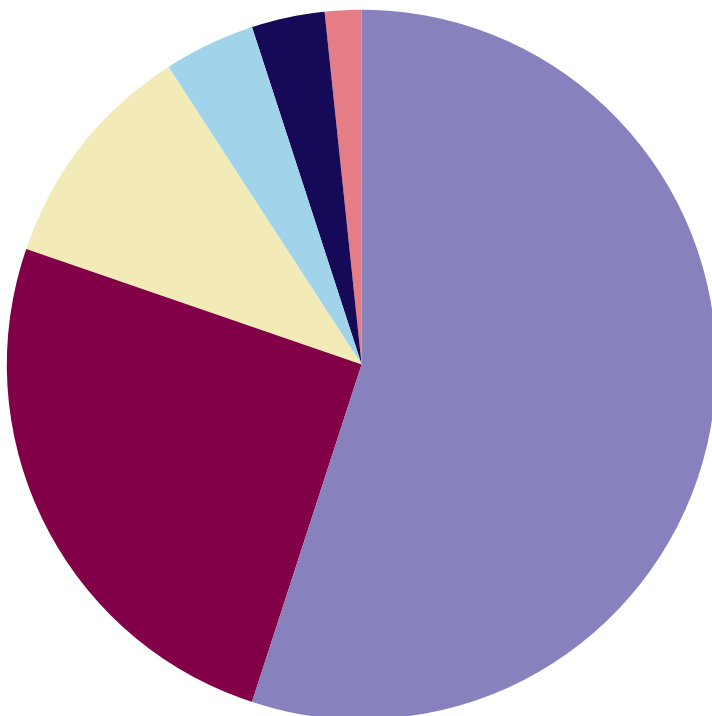
- The following property transactions occurred in the 2018/2019 financial year:
 - Acquisitions
 - 1 Deans Road, Campbelltown SA 5074

Expenditure





Revenue



- Commonwealth funding 55.3%
- Fees 25.3%
- Other income 10.6%
- Commonwealth capital funding 4.0%
- Resident capital funding 3.4%
- Interest income 1.5%
- Surplus on sale of assets 0.0%
- Penalty interest-unpaid bonds 0.0%

Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/6/2019	30/6/2018	30/6/2017	30/6/2016	30/6/2015	30/6/2014	30/6/2013	30/6/2012	30/6/2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	34,053	32,908	32,064	31,688	33,572	26,722	24,101	23,112	21,455
Total Salary & Wages	21,652	20,961	20,600	19,973	20,511	20,532	19,285	17,189	16,227
Surplus/(Deficit)	2,040	1,693	1,755	2,900	4,573	814	(389)	785	1,368
Total Assets	102,089	95,028	85,746	73,716	63,914	63,155	51,951	58,900	58,338
Net Assets	53,226	51,185	49,492	42,046	38,007	33,434	22,851	36,269	35,484

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

30/6/2010	30/6/2009	30/6/2008	30/6/2007	30/6/2006	30/6/2005	30/6/2004	30/6/2003	30/6/2002	30/6/2001	30/6/2000
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000		
20,276	18,760	17,184	15,147	13,700	12,712	10,831	9,480	8,500	7,677	6,978
15,412	14,513	13,262	12,394	11,430	10,197	8,524	7,207	6,162	5,470	4,957
624	671	855	3,583	(106)	(1915)	957	392	(683)	561	548
46,796	38,223	35,819	36,917	31,500	25,846	26,864	20,660	12,857	13,185	12,566
32,265	21,440	20,768	19,912	14,768	7,775	9,817	8,860	8,468	10,007	9,401

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Allan Mitchell
General Manager



Ruth Ryan
Director of Residential Aged Care



Elli Kollias
Manager People & Performance



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

