



 **Bene**

ANNUAL REPORT 2019 | 2020

*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.*



Contents

Chairman and Chief Executive Officer	4
Residential Care Services	6
Community Care Services	10
Quality	12
Human Resources	13
Volunteers	14
Hospitality Services	16
Property and Maintenance Services	18
Financial Report	21
Bene Board	24
Executive Management Team	25
Locations	26



Chairman & Chief Executive Officer

The year 2019/2020 was a challenging one for everyone, not only our organisation. With the outbreak of the COVID-19 pandemic, we were faced with many difficult decisions aimed at keeping our residents, consumers, staff, volunteers, families and the wider community safe. Your understanding and patience as we complied with the many public health directions from both the Federal and State Health Departments and dealt with the lockdown of our residential sites and suspension of centre based care have helped to make this process easier.

We acknowledge that this has been a very stressful time for all of our consumers, relatives, staff and volunteers and would like to sincerely thank you all for your overwhelming support and understanding.

The Royal Commission into Aged Care Quality and Safety has continued throughout the year with the final report due on 26 February 2021. We look forward to positive recommendations and extensive improvements to the industry.

The impact of the pandemic and negative media aimed at the aged care sector have consequently resulted in a reduction in the amount of applications from people wanting to work in aged care. Whilst this has posed challenges, we are pleased that we have been able to maintain a group of staff and volunteers who are dedicated to the quality of care we provide to our residents and consumers.

Bene has invested in extra training around COVID-19 requirements. We provide both online and offline training for the development of our staff to improve their knowledge for the betterment of themselves and the continued provision of quality care services for our consumers.

In response to the new single quality standards which came into effect in July 2019, Bene continues to invest in further training, as well as the implementation of new systems and governance strategies. Our residential and community operations maintained full accreditation throughout the financial year.



We look forward to a new and exciting year ahead as we improve our residential service buildings and grow our quality care services for the community.

The Board of Management, Executive Management, staff, volunteers and fundraisers are to be congratulated for their ongoing commitment to Bene in the delivery of vital care services to our residents and consumers during these challenging times.

Bene's Key Events for 2019/2020

- Bene continues to work through our development proposals with our architects for both the Woodville and Campbelltown sites.
- In December 2019, Bene Italian Village achieved re-accreditation for another three years until 2023.
- The impact of the COVID-19 pandemic on Bene Aged Care has resulted in reduced occupancy and income, increased operational costs of staff and personal protective equipment (PPE) and decreases in our investment values and earnings.

Marie Alvino
Chairman

Andrew McFarlane
Chief Executive Officer

Residential Aged Care Services

The first half of the 2019/2020 financial year has seen Bene Aged Care complete its transition to the new Aged Care Quality Standards, although the COVID-19 pandemic interrupted our introduction and education sessions planned for consumers.

The Royal Commission into Aged Care Quality and Safety continued with the Commissioners providing an interim report by 31 October 2019. The final report that was due by 30 April 2020 was postponed and is now due by 26 February 2021.

The Royal Commission is looking at topics such as:

- The quality and safety of residential and in-home aged care for older people
- The quality and safety of care for young people with disabilities living in aged care homes
- How to give people more control and choice in relation to their care
- What the government, aged care sector, families and community can do to ensure quality and safety in aged care
- How to best deliver aged care services in a sustainable way through innovation and investment
- The future challenges and opportunities
- The response to the COVID-19 pandemic in aged care, learnings and experience.

The Commission has heard evidence from families, medical experts, aged care bodies and unions. Evidence has revealed the sector is under-resourced, underpaid and not supported financially.

The second half of the 2019/2020 financial year has seen Bene Aged Care, along with the rest of the aged care sector and all Australians, concerned about the declared Pandemic and possible infection with COVID-19. The health stakes are highest for older adults because normal ageing of the immune system and underlying medical conditions make people 60+ more vulnerable to severe respiratory illness from COVID-19.

South Australia has been fortunate in that the public were conscientious in their responses to restrictions. At Bene, we did have a period where we prohibited all visitors, and we have now undertaken to keep tight control of screening and knowing who is on our sites so we can effectively contact trace if it becomes necessary. Residents and visitors have assisted us to have an effective booking system and we do appreciate their patience. Our staff have been provided with online infection control training, supported by on-the-job toolbox sessions and competency assessments. Establishing these systems have been additional responses to our operations.

Accreditation: Throughout the year the regular unannounced visits from the Aged Care Quality and Safety Commission (ACQSC) across all three sites were limited by the Pandemic.

On 9-11 December 2019, Bene Italian Village had their unannounced Re-Accreditation visit, which resulted in three (3) years accreditation to 2023. This audit highlighted some workforce issues reported by residents and representatives regarding their opinion that the use of Agency Staff was too high. A significant review and recruitment drive was undertaken and although it is almost impossible to never use Agency Staff we have reduced usage. Our three residential sites continue to face the same workforce issues so we are focussing on continually recruiting quality employees with expert support from our HR Team.

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

The interview aspects of ACQSC visits remain very much focussed on the consumer's perspective or that of their representatives. A number of workers are also interviewed.

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.

Bene St Clair completed their self-assessment and sent it to ACQSC, but the anticipated unannounced reaccreditation visit could not occur due to COVID-19 so their accreditation period was extended by 6 months to 29 December 2020.

About the people we care for, statistically speaking

Our average occupancy for 2019/2020 was 90.7% with 206 admissions.

One third of our resident population is male.

The average stay at Bene is 3.8 years.

The average respite stay is for 30 days.

Six centenarians live at Bene - four are Italian and our two oldest residents are Australian.

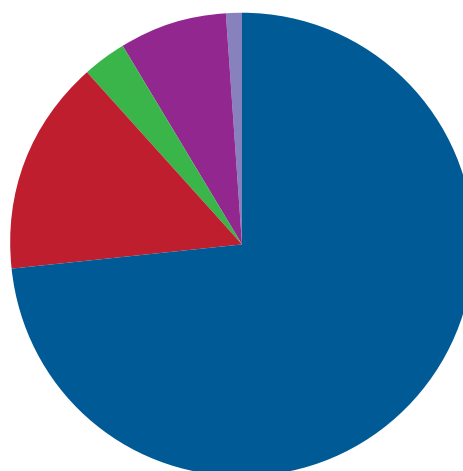
Two female residents at Bene St Clair are centenarians (102 and 107 years of age)

Three female and one male resident at Bene Italian Village are centenarians (100, 105 and two who are 103 years of age).

The care recipient mix at Bene Aged Care remains predominately Italian (73%) with many Culturally and Linguistically Diverse (CALD) care recipient backgrounds.

Country of Birth

Snapshot:



- Italy 171 (73%)
- Australia 35 (15%)
- UK 7 (3%)
- Other European Countries 18 (8%)
- South America 2 (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 from 1 July 2019 to 30 June 2020:

- 190 compliments
- 173 complaints
- 107 suggestions
- A total of 470 in a period of almost 93,000 resident bed days.

Bene staff will continue to encourage feedback and engage with consumers in the resolution process.

Some of the many Bene Residential Services Projects undertaken in 2019/2020

New information and communications technology (ICT)

Bene has invested in software programs to improve clinical assessment, communication and information storage at our sites.

CareApp

A powerful communication and engagement platform for aged care providers. It brings providers, residents, carers and families together to build a wonderful care community and support seniors to love the way they live. With the restricted travel and visiting resulting from the risks of the Pandemic, this tool has allowed us to send pictures and videos of loved ones all over the country and the world. Feedback has been very positive.

PainChek®

Pain often goes unrecognised and under-treated in people with communication difficulties such as dementia. Although tools exist to assess pain, they are often subjective, manually based and subsequently under-used by carers. PainChek® is a secure smart phone-based medical device that uses artificial intelligence to assess and score pain levels in real time and update medical records in the cloud. On-line training was attended via the eLearning platform.

MediMap

The MediMap platform manages all aspects of medication in a facility-based environment. Charting, administration, E-Prescribing, supply and communication are integral components which allow a transparent, seamless provision of medication care for each person. Our nursing staff are fully trained and enjoy the benefits of this new software.

SoupedUp

Important information about residents' clinical dietary needs or preferences are captured and shared, which will improve safety, satisfaction and catering performance by managing the complexity of providing an efficient catering service.

ELDAC

Bene St Clair continues to participate in a research project as part of ELDAC (End of Life Directions for Aged Care) Working Together Toolkit Implementation Project.

The ELDAC Programs aim is to provide opportunity for strengthening the quality of palliative care for our residents by improving quality end of life care, preventing unnecessary hospital admissions and shortening hospital stays. The focus is on the Working Together stream, improving networks and providing the staff with tools to provide a high standard of contemporary Palliative Care supported by integration of care, multidisciplinary teams and capacity building.

ELDAC use a co-design model, identify goals and actions tailored to each organisation's needs, which includes a grant. Facilitation provides the ongoing support throughout the program.

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

Aged Care Antimicrobial Prescribing Survey (acNAPS)

In line with best practice and following on since 2017, Bene were again involved in this national survey. The goal of acNAPS 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.

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 consumers. We must continue to develop a focus on consumer engagement 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 all Australians will adopt a supportive frame of mind to combat ageism and apathy towards an aged care system that needs action to be taken at a government level. We sincerely hope that support from the Government will pave the way for major changes.

It is important to acknowledge that the last financial year has been full of unprecedented challenges, which our clinical, care, hospitality and administration staff have confidently embraced. For their dedication, skill and adaptability we acknowledge our valued employees and volunteers, and we sincerely thank them for their empathy and dedication.



Community Services

The past year has been one of growth, challenges and partnership with our consumers, our staff and our community. Both our in-home and centre based services were impacted by COVID-19 restrictions. Our in-home services saw a reduction in services throughout the height of the restrictions and our centre based programs at St Agnes and Woodville North were halted in line with the SA Government's direction. We worked in partnership with our consumers most impacted by the restrictions, being those attending our centre based programs and those more vulnerable to social isolation, to continue to support ageing well in their own homes. The initiatives introduced included the introduction

of in-home social support to those vulnerable consumers impacted by the closure of centre based programs to enable them to maintain their connection to their community. Regular wellbeing calls were implemented for our most vulnerable and our communication with our consumers and their families was increased throughout the restrictions offering resources and guidance in their preferred language where available. COVID-19 surprised and challenged all of us. What was not a surprise was the incredible resilience, consumer focussed hard work and dedication of our community services staff in responding to the needs of our valued consumers.

In March 2020, we welcomed Marie Springfield to the role of Centre Based Programs Coordinator. Shortly after this appointment COVID-19 restrictions forced the temporary closure of both of our Centre Based Programs. Throughout the closure our Centre Based Program lifestyle and driving staff were redeployed to our Residential Care Facilities to provide support to our residents and staff throughout lockdown. The Centre Based Program reopened at Bene Padre Pio in Woodville North in late July 2020 much to the delight of consumers and their families. Substantial work was required in order to recommence the program safely. Our returned consumers have overwhelmingly provided feedback on how impressed they are with the measures Bene have put in place to keep them safe while attending our service. Our program at Bene Italian Village in St Agnes remains suspended due to its co-location in the residential aged care facility.

We welcomed Kylie Hammerl to the appointment of Care Advisor Registered Nurse early in 2020. Kylie brings valuable clinical and wellness experience to our community services and leads our expanded team of case managers. Our field services team of personal care workers and domestic assistants continues to grow in numbers due to increasing demand for our culturally sensitive, quality services.

As expected the Carer Support, Information and Advocacy program was wound up as the Carer Gateway went live. Despite increased activity around the availability of home care packages, the waiting list for consumers remains around 120,000 nationally with consumers experiencing waiting periods in excess of 12 months in some cases. Our Case Management team advocates for our consumers in need of increased funding, working with consumers, their families and clinical staff.

Flexibility provision in the use of Commonwealth Home Support Program (CHSP) funding was well received and provided Bene with the opportunity to connect over 100 of our most vulnerable consumers with personal monitoring technology at no cost to them. This came at a time when our consumers were most isolated due to restrictions throughout the community - a welcome safeguard to their loved ones.

Identifying the risk to our consumers no longer having access to our exercise and gym services when centre based programs was suspended, we introduced Pre-Ablement to our Home Care Package (HCP) and Commonwealth Home Support Program (CHSP) consumers. The program provided regular, short in-home sessions with a physiotherapist in order to maintain balance, muscle tone and assist in improving overall wellness.

Whilst navigating the changing restrictions and safeguards related to COVID-19 has been often confusing and at times frustrating, we continued to provide quality services and support to our 1000 Home Care Package (HCP), Commonwealth Home Support Program (CHSP), Veterans Home Care and Private Service consumers throughout metropolitan Adelaide, keeping them informed and connected with us.



Quality

Providing consumer-centred care and services is central to Bene's philosophy and remains a significant focus in supporting our consumers to maintain quality of life.

Our Quality System and Continuous Improvement process enable us to integrate the principles of quality ensuring the care and service we deliver are safe, best practice and most importantly consumer focused.

New Aged Care Quality Standards

From 1 July 2019, the new Aged Care Quality Standards came into effect. The Aged Care Quality Standards focus on quality outcomes for consumers and provide a framework of core requirements for quality and safety.

In the lead up to the introduction of the new Aged Care Quality Standards, we identified opportunities for improvements to demonstrate compliance to the new standards. The audit structure was revised and a number of workshops conducted to assist staff to understand the consumer outcomes focus of the Standards and their role in providing consumer-centred quality care.

Throughout the workshops, a number of opportunities for improvement were identified and are in the process of being implemented.

Accreditation/Support Visits 2019/2020

Bene Italian Village residential site

Site Audit Performance against the Aged Care Standards was conducted by the Aged Care Quality Safety Commission from 9-11 December 2019. Decision to re-accredit service for 3 years was granted.

A timetable for making improvements was set out in relation to Standard 7 (Human Resources) and identified issues were addressed.

An announced visit by the Aged Care Quality Safety Commission was conducted on 13 July 2020.

Aged Care Quality Safety Commission report received recommends Standard 7 has been met.

Bene St Clair and Bene Campbelltown residential sites

Both sites are due to have their site audit performance conducted in 2020.

Human Resources

The past year has presented challenges like no other. COVID-19 has had an impact in the way we all live and work. The global pandemic required not just Bene Aged Care, but the entire aged care sector to adapt to constant changes swiftly in uncertain and unprecedented times.

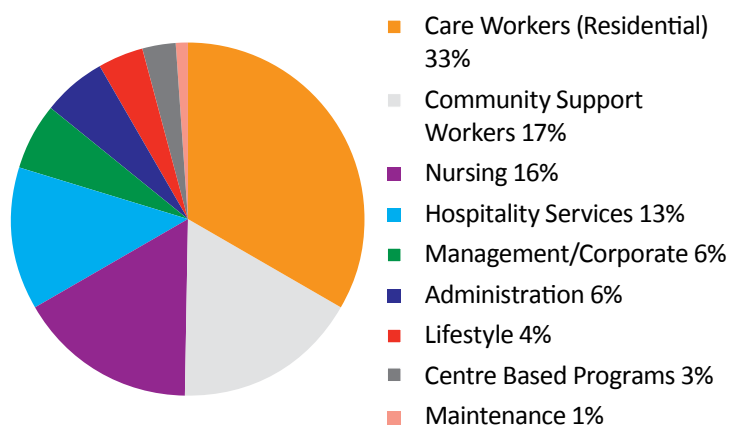
In order to provide the best care to our consumers, recruitment and staff training were of a highest priority to ensure that we had sufficient staff that were suitably trained to care for our consumers during the pandemic. Additionally, changes in our processes were necessary due to social distancing rules enforced across the country.

Further, from 1 May 2020, it became mandatory for any person entering a Residential Aged Care Facility to have a 2020 seasonal influenza vaccination. Needless to say, our annual Staff Influenza Vaccination Clinics were very well attended this year.

Workforce Snapshot

As at 30 June 2020, Bene Aged Care had 449 employees.

The graph below depicts our Occupational Groups, and it can be seen that more than half of the Bene workforce is made up of Personal Care Workers and Community Support Workers.



The market for Personal Care Workers and Community Support Workers is becoming increasingly more competitive, and like previous years, attracting and retaining this cohort of employees is challenging. Bene's workforce turnover for 2019/2020 was 20%, and the majority of employees leaving our employ were frontline workers. A continued focus on recruitment, retention and attraction of Italian speaking staff remains a significant priority for the year ahead.

Training

Feedback on Mandatory Training sessions, particularly the Annual Training Days in both Residential and Community Services was very positive. Following the results of the Training Needs Analysis in late 2019, an exciting new training agenda was set for the 2020 Annual Training Day. Unfortunately, only a few sessions were conducted in early 2020 before COVID-19 restrictions were enforced necessitating the cancellation of larger group training in April, May and June 2020. Mandatory online learning, and smaller toolbox sessions run at site level continued to provide staff with valuable ongoing education.

Compliments

Despite the uncertainty and angst faced, and the changes that we have all had to make to daily work and living as a result of the pandemic, we are proud that we have a fantastic and dedicated team of staff who work tirelessly each day to ensure our consumers receive the best care. We have received many compliments from consumers and their representatives to validate this, and this positive feedback has been greatly appreciated by the staff. Knowing that their efforts are being recognised is truly heartwarming.

Volunteers

This report covers the period from 1 July 2019 to 30 June 2020.

Hours and Activity Report	
Active Volunteers	Total number of active volunteers across the organisation: 153
	Residential Volunteers: 72 Bene Campbelltown: 18 Bene Italian Village: 38 Bene St Clair: 16
	Residential Volunteer Roles: Transport Volunteers Kitchen Assistants Lifestyle Social Support Volunteers Lifestyle Memory Support Volunteers Gardening and Maintenance Volunteers Laundry Volunteers Concierge/Screening Volunteers
	Community Volunteers: 30 Bene Italian Village: 13 Bene Padre Pio: 17
	Community Volunteer Roles: Transport Volunteers Kitchen Assistants Lifestyle Social Support Volunteers
	Fundraising and Staff Volunteers: 51
	Organisational Volunteer Roles: Fundraising Volunteers Event Volunteers
	Descriptions of volunteer activities/roles: bene.org.au/volunteering/volunteering-opportunities/

Hours and Activity Report

Volunteer Hours

Community Volunteer Hours

From 1 July 2019 to 16 March 2020 (pre-COVID-19): 5,714 hours

Bene Italian Village: 2,994 hours

Bene Padre Pio: 2,720 hours

No volunteers on either site from 17 March 2020 to 01 July 2020 due to COVID-19 .

Residential Volunteer Hours

From 1 July 2019 to 16 March 2020 (pre-COVID-19): 8,101 hours

Bene Campbelltown: 1,416 hours

Bene Italian Village: 3,582 hours

Bene St Clair: 3,103 hours

From 13 May 2020 to 30 June 2020 (during COVID-19): 336 hours

Concierge Volunteers across all 3 residential sites, 7 days a week

Fundraising Volunteer Hours:

From 1 July 2019 to 16 March 2020 (pre-COVID-19): 160 hours

Hospitality Services

Suppliers

All sites have undertaken a menu review in the last 12 months to meet production requirements and align Bene with the Combined Charity Incorporated (CCI) group suppliers. With ever changing demands for variety in diets for our residents and the need to be cost effective and food safe, the Hospitality team have sourced and secured good product and good pricing from suppliers both with CCI and others who have been associated with Bene for many years. I would like to thank all Bene suppliers for their continuing support through this COVID-19 pandemic. It is greatly appreciated.

Menus

When we started this year, there was a lot of feedback from residents and family members for more variety in our menus across the organisation. Also, with the need to meet our Accreditation Standards for consumer choice and engagement, our menus require flexibility to meet both of those needs. The Hospitality team have consulted residents, staff and families with different draft menus to obtain a better understanding of the type of meals the team needs to produce on a daily basis.

All of our menus must go through a review with Nutrition Professionals Australia to ensure our menus meet the dietary requirements for our residents, not only in main meals, but also mid meals and social activities.

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 was undertaken recently with the Introduction of the SA Health Guidelines for Listeria for the Vulnerable

Populations (child/aged care). We have had to remove a few small items from our menus, and also ensure that our sites manage high risk foods such as soft cheeses (ricotta and bocconcini) and uncooked fermented meats (salami and sopressa) correctly. These items are a large part of our residents' culture and tradition.

Bene Italian Village

The Italian Village continues to provide a high volume of meals on a daily basis. The kitchen team are always monitoring feedback from staff and residents to ensure all meals are of a high quality as well as meeting each resident's needs. The new menu will encompass some significant culture changes in the types of meals as requested through recent surveys.

We now have our own labelling machine that enables us to label residents' clothing when admitted, instead of waiting to order from Melbourne. This new system has reduced the amount of lost clothing.

Bene St Clair

St Clair has welcomed a new Head Cook, Roberta El Sharkawi. Roberta's experience and love for Italian cooking has brought a lot of smiles to the residents' faces. Roberta has fine-tuned the existing St Clair menu to accommodate the feedback from residents through the regular Food Group meetings.

Bene Campbelltown

Furniture

Campbelltown has purchased some new dining settings and lounge chairs. Also, new flooring has been installed through the common areas and passage ways. The vibrant colour chosen in consultation with the residents and their family members, has given the home a new fresh look for dining and socialising.

Kitchen Roller Door

A new roller door shutter has been installed between the kitchen and dining areas. We have also installed a bain-marie to enhance the dining experience. The shutter has allowed more interaction with the Kitchen staff and residents, as well as allowing the aroma of the cooking to flow through to residents for some sensory pleasure. It has also allowed for Lifestyle to do more cooking activities through the shutter and involve the residents more.

SoupedUp – Catering Software

SoupedUp is a cloud based application that enables collaboration between clinical and catering teams to input and access up to-date information across multiple devices at multiple sites. iPads will be in each area which will allow quick and easy access to residents' dietary needs. This application is linked to our clinical data system, MANAD, and provides accurate reports and summaries to manage our food service on a daily basis.

SoupedUp also will be used to have a cost based 4 week menu, for all sites, with the ability to manage residents' likes and dislikes, as well as track and manage allergens. Table menus will also be a welcome addition as part of this application.

Workplace and Service Improvement

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 are:

St Clair

- New storage area and kitchen paint
- Improved layout of kitchen
- Improved preventative maintenance.

Italian Village

- Larger machine to produce high volume of texture modified meals
- Redesigned storeroom to facilitate good WHS practices
- New commercial dishwashers for St Francis B and C.

Campbelltown

- New gas oven/stove top
- Large bain-marie and plate warmer
- Supplement drink maker
- Double deep fryer.

Central Laundry

- New commercial washer and dryer
- Labelling machine
- Clothing labelling machine.





Property and Maintenance Services

One of major projects for Bene's Italian Village site this year was the Board approval of the shelter and turn around point for the site. Currently the plans are before the Tea Tree Gully Council awaiting their approval. The turnaround point extends from the visitors carpark, sweeping around to the right, connecting up with the footpath into the Nursing Home and then the access road in front of ILU3. Included in the works are powder coated undercover walkways providing shelter for people entering the Nursing Home

and Main Reception areas as well as higher cantilever roofs over the bus and ambulance unloading areas. Construction is hoped to commence prior to the end of the calendar year.

Due to the COVID-19 pandemic there have been numerous improvements at all sites in relation to keeping our residents safe and minimising the risk of the virus being brought into one of our facilities.

The purchase of thermal imaging cameras has projected Bene as an innovative market leader, with many comments received from contractors as to how advanced and on the front foot Bene is compared to other facilities that they have been to. The thermal cameras take the temperature of the person entering the facility and emit a loud flashing warning if the temperature is above 37.5°C. They also have facial recognition software that records the identity of the person, the point of entry along with the date and time, allowing for electronic records in the event that contact tracing is required. These are located at Campbelltown, St Clair, Padre Pio and two at the Italian Village, in the main entrance and the lower ground foyer of St Francis A.

In conjunction with the thermal scanners Bene has introduced a new Visitor Management System called WOL (Who's On Location) that consists of a stand mounted iPad and a label printer at each point of entry, currently only at the Italian Village and St Clair with Campbelltown to be introduced in a couple of weeks.

The system was originally trialled to monitor family members but the potential for wider reaching applications was quickly recognised such as: automatically checking the credentials of contractors on site, recording the times of volunteers, doctors and agency staff on site. Essential credentials are records of influenza inoculation for all people entering the site, police clearances for contractors and volunteers, critical insurances, licenses and contracts for contractors working on site. Also included when logging into WOL are the COVID-19 questions that must be answered in a manner not to put our residents at risk. Once a visitor successfully passes all the criteria, the kiosk takes their photo and prints out a visitor's badge sticker that shows they have satisfied all our criteria to enter the site. This also provides a record of who has entered for COVID-19 tracing purposes. Training has been carried out for key staff for the purposes of entering the details of our various visitors.

Campbelltown undertook a major upgrade throughout the year, with the assistance of the same interior designer that planned St Clair. The majority of the curtains in the general areas were replaced along with an upgrade of the furniture to the living areas. The floors to the main areas and all the hallways were also replaced with a timber look vinyl tile, giving a nice welcoming feeling to the rooms. The kitchen shutter was also completed between the kitchen and the dining room, with a couple of nib walls being removed to give the feeling of a lovely open plan dining experience.

At the Italian Village, it was identified during summer that the air conditioning system in St Francis C was not able to cope on days of higher heat. As a result a new air conditioning system was approved to be installed in the hallway near the main dining room. This is now making a marked improvement to the comfort levels of the area.

The nurses station in St Johns building was relocated. A room in St Johns had two windows and a door installed. The nurse call bell enunciator was relocated and new desks were installed to facilitate a nurses station. In the dining room opposite the glass wall was moved further into the lounge room to optimise available space, new flooring was installed to this entire area.

The kitchen in the dining room of the Nursing Home was also identified as being in need of replacement as it was at least 30 years old. Plans for a replacement kitchen were drawn up with some changes to the layout considered. With the input of the interior designer the new kitchen has been built and recently installed. Initial feedback from residents and staff has been very positive, liking the look of the new colour scheme.

Major repairs were carried out on the hallway from St Francis B to St Johns. The leaking windows were rectified, the interior walls were completely replaced, flushed and painted, greatly improving the appearance of the hallway.

There have been audits carried out on our contractors and we have secured better arrangements from a few new providers, specifically in the areas of waste removal and electrical safety, conserving valuable resources.

Extra office space was required at Padre Pio. Plans were put in place and approved, with a glass wall dividing the city side upstairs office, a new door installed, air conditioning vents moved and an additional smoke detector installed.

Painting is continuing over the course of time in the common areas and hallways at St Clair - the new colour covers well. The house at 8 Jelley St has had all services removed and is scheduled demolition by the end of the year.



Financial Report

Financial Report

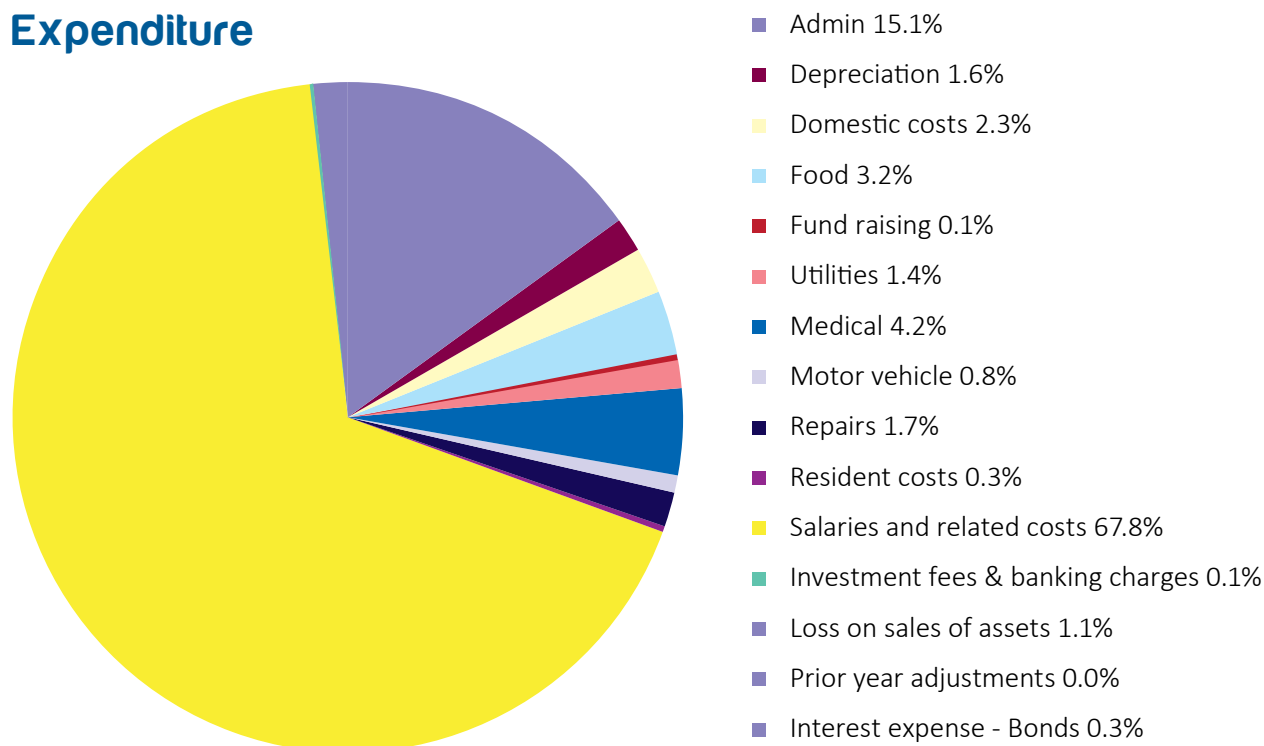
Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$1,541,101 surplus for the year ending 30 June 2020 (2019 surplus \$2,704,347). The overall performance resulted in a surplus of \$909,706 for 2020 (2019 surplus \$2,040,560).

The COVID-19 pandemic had a significant impact across the aged care sector in the second half of the financial year to 30 June 2020. Although there have been no cases of COVID-19 across the associations operations, significant extra costs have been incurred in preparing all operations against a possible outbreak. Extra costs have included extra staff costs associated with additional care, site door screening and concierge services, lifestyle services, in some cases to replace the use of volunteers, extra cleaning and agency use to cover staff sickness and isolation. Other additional non-staff costs have included increased personal protective equipment (PPE), cleaning supplies, door monitoring systems and IT equipment to facilitate alternative methods of communication between residents and their families.

The reduced financial performance from the previous year is due to following COVID-19 related issues:

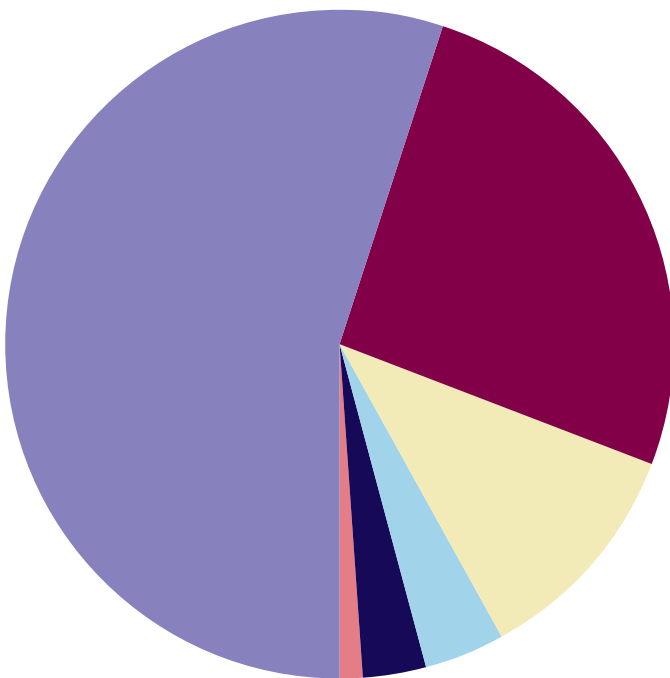
- Reduced occupancy levels negatively affecting both operating revenue and the inflow of cash from Refundable Accommodation Deposits (RADs), decreased inflow of RADs and / or a nett outflow of RAD cash.
- Increased operational costs associated with increased staff costs, PPE and medical supply costs.
- Decreased value of investments and decreased investment income earnings.

Expenditure





Revenue



- Commonwealth funding 55.2%
- Fees 25.9%
- Other income 10.9%
- Commonwealth capital funding 4.1%
- Resident capital funding 2.9%
- Interest income 1.0%
- Surplus on sale of assets 0.0%
- Penalty interest-unpaid bonds 0.0%

Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/6/2020	30/6/2019	30/6/2018	30/6/2017	30/6/2016	30/6/2015	30/6/2014	30/6/2013	30/6/2012
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	34,052	34,053	32,908	32,064	31,688	33,572	26,722	24,101	23,112
Total Salary & Wages	22,458	21,652	20,961	20,600	19,973	20,511	20,532	19,285	17,189
Surplus/(Deficit)	909	2,040	1,693	1,755	2,900	4,573	814	(389)	785
Total Assets	101,486	102,089	95,028	85,746	73,716	63,914	63,155	51,951	58,900
Net Assets	54,136	53,226	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



Dr Antonio Dottore
Treasurer



Dr Carmine De Pasquale
Board Member



Ms Anna McNair
Board Member



Mr Ernie Sorgini
Board Member



Mr Ben Battiste
Board Member

30/6/2011	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	\$'000		
21,455	20,276	18,760	17,184	15,147	13,700	12,712	10,831	9,480	8,500	7,677	6,978
16,227	15,412	14,513	13,262	12,394	11,430	10,197	8,524	7,207	6,162	5,470	4,957
1,368	624	671	855	3,583	(106)	(1915)	957	392	(683)	561	548
58,338	46,796	38,223	35,819	36,917	31,500	25,846	26,864	20,660	12,857	13,185	12,566
35,484	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



Ruth Ryan
Director of Residential Aged Care



Mel Fowler
Manager of Community Services



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 Care Homes

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

Home Care

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

Lifestyle & Wellness Centres

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

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

Italian Benevolent Foundation SA Inc. ABN 52 756 107 562

