



ANNUAL REPORT 2021 | 2022

*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 Report for 2021/2022

The 2021/2022 financial year continued to be a difficult one for the Italian Benevolent Foundation SA Incorporated t/a Bene Aged Care (Bene) due to the impact of the COVID-19 Pandemic. The ongoing COVID-19 restrictions continued to place a lot of stress on our consumers, relatives, staff and volunteers. This also impacted occupancy levels, increased staffing costs, suspension of some community programs and sanctions at the St Agnes site in January 2022. This resulted in a financial loss for the 2022 financial year.

The Government increases in compliance and reporting continued throughout the year as

a result of the Royal Commission into Aged Care Quality and Safety recommendations. The State Government's constant changes to its Emergency Directions required extra staffing, PPE resources and systems to manage COVID-19 outbreaks and visitor access. Families were also very concerned when these Emergency Directions restricted access to visit their loved ones at our aged care facilities, however we assisted where possible by providing alternative solutions such as window visits and video calls to families.

Bene continues with its planning for both the Campbelltown and St Clair developments.



Bene continues to invest in staff education, in particular around infection control and clinical management. As a result of the COVID-19 Pandemic we, like other aged care providers, experienced a high staff turn-over at all levels of the organisation.

Bene continued with the “Living Proof” exhibition at the SAMHRI building with Rosa Matto celebrating the stories of people involved with Bene Aged Care.

The Board of Management, Executive Management, staff, volunteers and fundraisers are to be congratulated for their ongoing

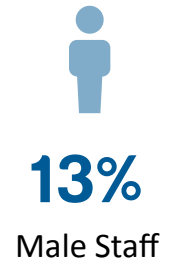
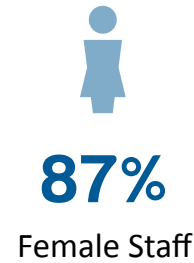
commitment to Bene Aged Care in the delivery of quality care to our residents and clients during extremely challenging times.

We look forward to a better 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.

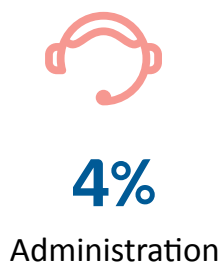
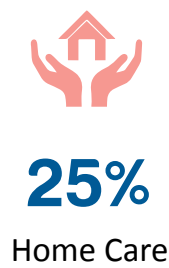
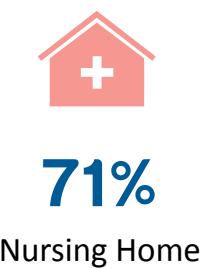
**Marie Alvino**  
**Chairman**

**Andrew McFarlane**  
**Chief Executive Officer**

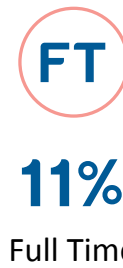
# Workforce



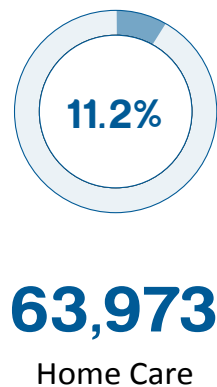
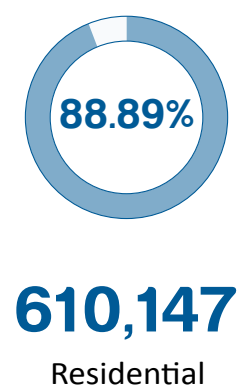
## Resourcing



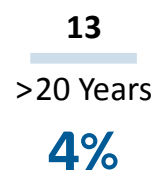
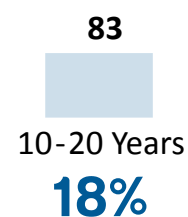
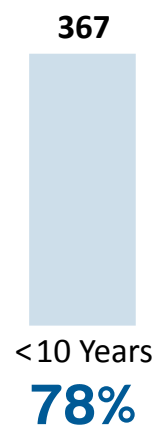
## Employee Status



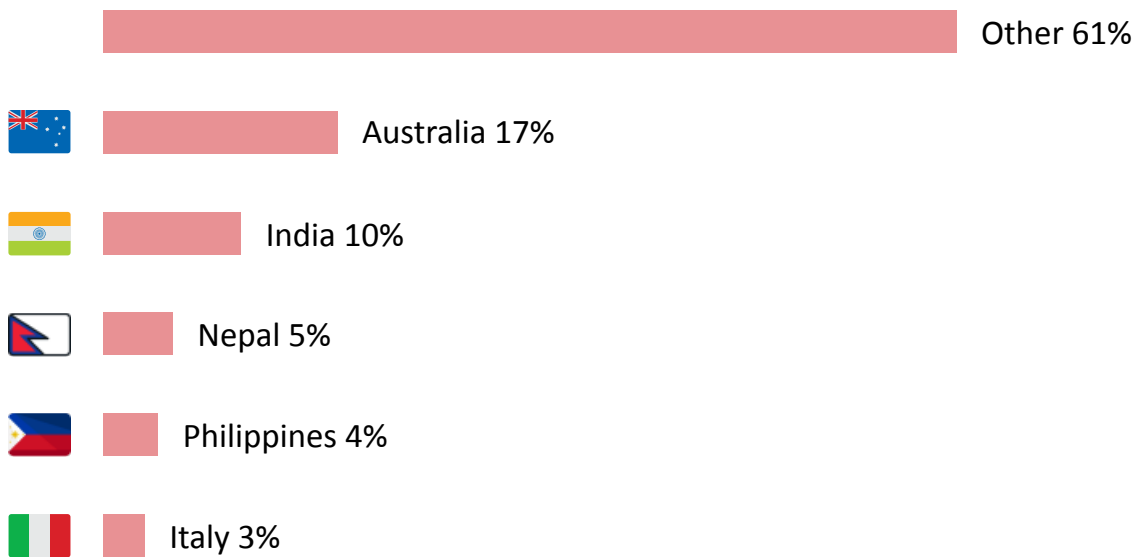
## Total Hours of Service



## Length of Service



## Workforce Country of Birth



# Residential Aged Care Report

Over two years have now passed since The World Health Organisation announced that COVID-19 was a pandemic.

From this moment, we changed our thought processes as we slipped into a new world full of challenges.

Bene's experience was very similar to other residential aged care facilities. It was extremely challenging and demanding.

It was not only challenging for aged care facilities but challenging for residents and families, as sites were locked down and visitors restrictions enforced.

Organisations were not prepared for the new world, despite a comprehensive outbreak management plan.

Residential aged care facilities in South Australia implemented outbreak management plans to slow the spread of the outbreak through facilities. Workforce challenges hit as large numbers of staff were forced to isolate. This was to impact sites and a surge workforce was created. Outbreak management plans were reviewed and updated as recommendations from the Department of Health were made.

We saw the change towards a more acute hospital style versus a homely style environment. We experienced changes to the environment as we delivered services to ensure appropriate infection control measure were maintained when the reality of using PPE in a crisis situation was upon us.

Despite all the challenges and several outbreaks we have grown together as an organisation by strengthening relations with families and staff.

## Systems and Processes

Reflecting on the past 9 months, we have reviewed our systems and processes. Bene refined its infection control practices with a robust outbreak management plan that is ever evolving as we learn more about different variants.

Bene has developed a strong clinical leadership team this year that will assist in the growth and development of the organisation into the future.

Reflecting again on past experiences of outbreaks, including management, highlights the importance of a strong clinical team for challenges that lay ahead. Effective management and leaders are key.

Bene has seen numerous changes in our management structure with the appointment of new positions to ensure our model of care is effective in eliminating any risks. Providing quality of care is imperative to our organisation.

## Workforce

I would like to express my sincere gratitude to all staff for their commitment to our organisation during challenging times. Staff worked under extreme conditions, including double shifts and at times in full PPE. We say thank you for your dedication and your positivity.



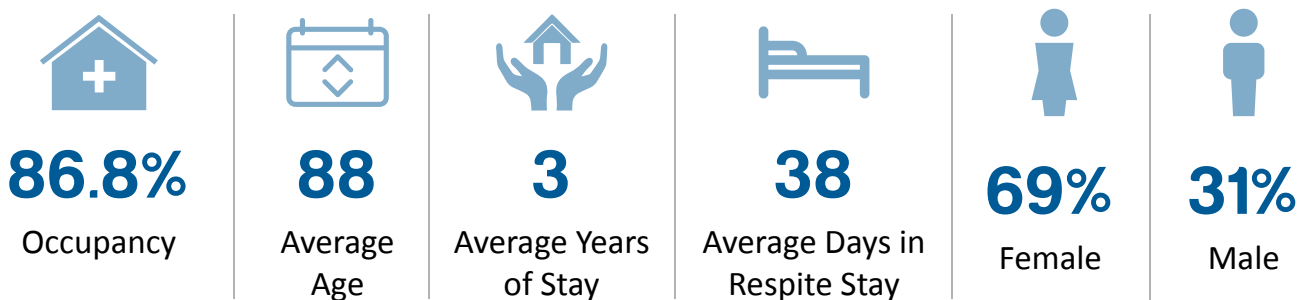
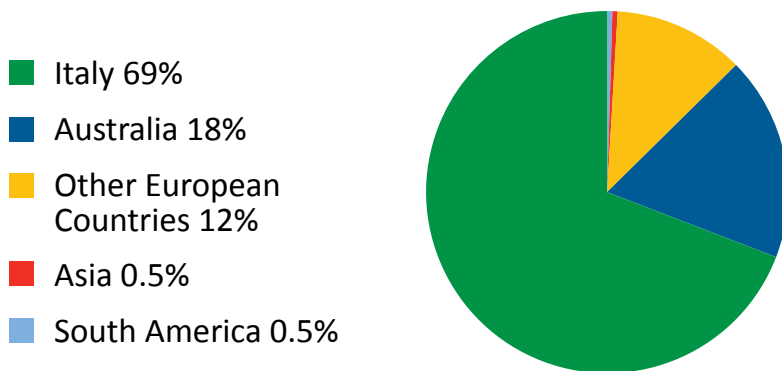
## Working together

I would also wish to thank, on behalf of Bene, all the families and volunteers that supported aged care during difficult times, through lockdowns and isolation, through the transformation and evolution of visitation restrictions, and most importantly the growth we have made together.

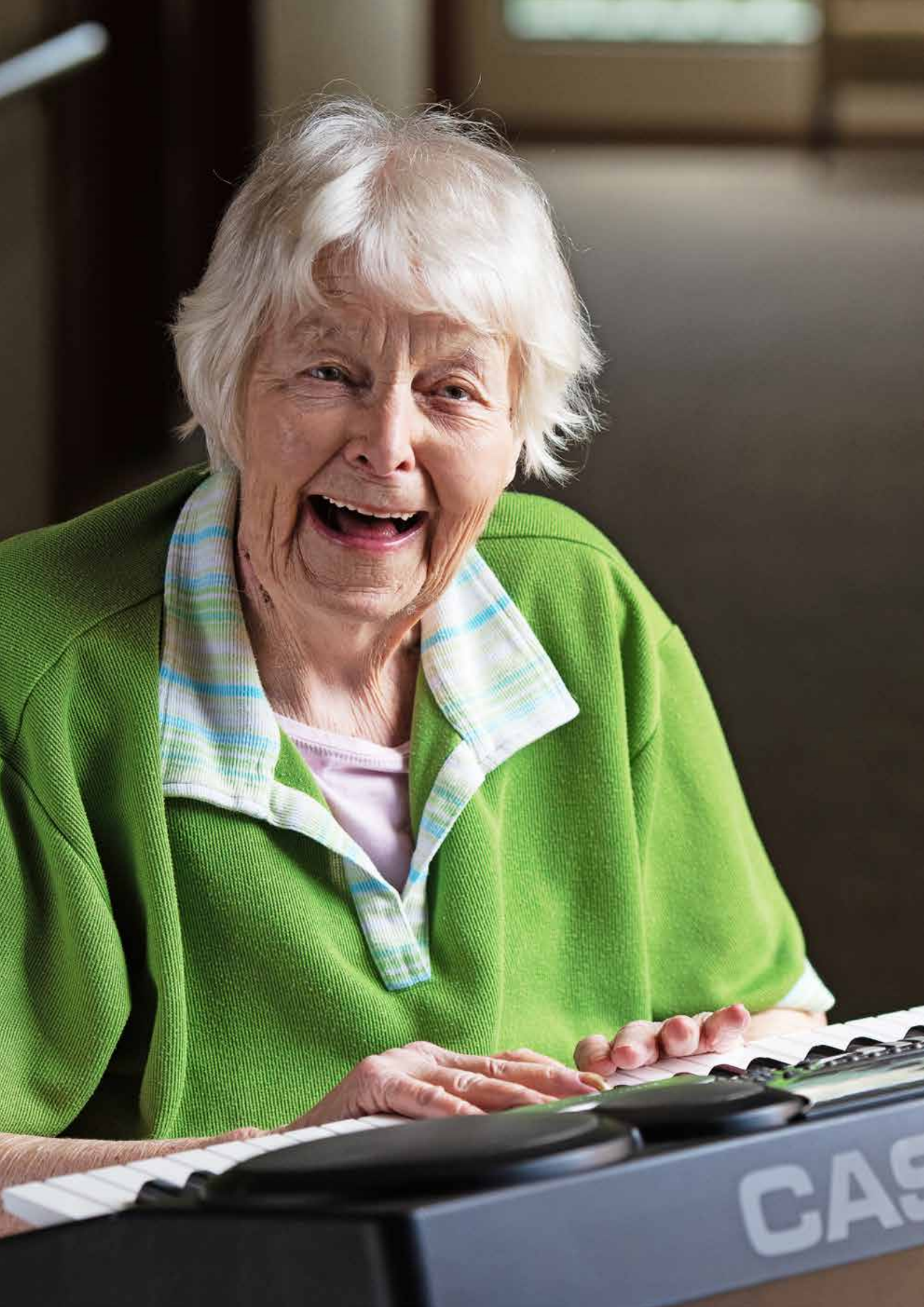
There are many challenges ahead and as a community and we will face these challenges head on, learn from our experiences and strengthen our bonds with each other.

## Residential Care Consumers

### Country of Birth



Sunny Traverse  
Director of Residential Aged Care





## Community Services

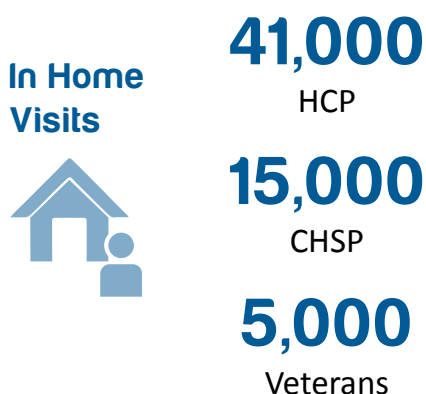
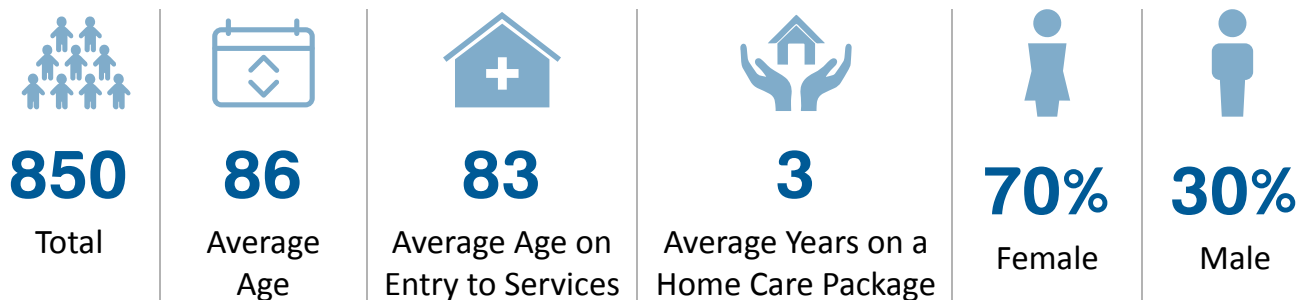
The last 12 months have been a challenge for all aged care providers and that includes Bene. Our Community Services were interrupted with the ongoing challenges of COVID-19. At different times during the year we needed to adapt our services, but most importantly we were able to continue to provide the care and support that our consumers and families needed.

Several times our Bene Vita programs needed to pause; however, our teams continued to be in touch by phone and provided many welfare checks to those who may be living alone or lonely during the day.

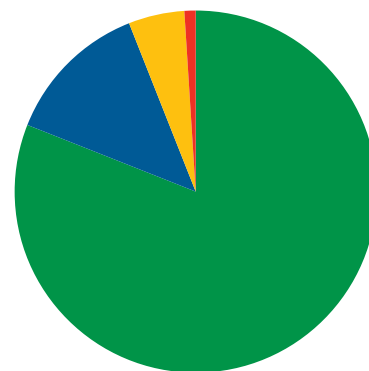
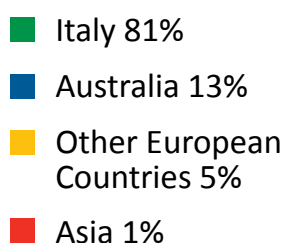
As a new member of the Bene team I have been impressed by the kindness and thoughtful nature of our staff. When we have had consumers unwell with COVID-19 they have been committed to supporting the consumer and doing what they can to assist during their time of isolation. This has included the provision of essential services while adhering to infection control protocols.

We have learnt a lot about each other and what is important in our lives over the last 2 years and Bene is committed to working with our consumer to support those needs.

## Community Services Consumers



### Country of Birth



## Service Frequency

Of particular note is the amount of In Home Visits we have delivered over the last year. This has been a challenge as our workforce has been affected by COVID-19 restrictions. We have endeavored to continue to provide the support and care that is needed in a timely and appropriate manner. This has been delivered with the support of our consumers and families who have understood the challenges we have faced and been able to adjust to changes and supported us in the delivery of care.

## Workforce

The workforce challenges are well documented across aged care as it is with many other industries. We are working together as an organisation to recruit the best people to provide the care and support you need and have the values that Bene is built on. This is a very important focus for us as we know it is what matters most to you.

## Quality

The Aged Care Quality and Safety Commission assessed Community Services in Feb 2022. As reported we have been assessed as not meeting a number of the standards. We have developed improvement plans to address the areas identified and are working within a continuous improvement framework.

## Consumer Feedback and Engagement

We understand the complexities of registering with My Aged Care so our staff at Bene Vita continue to support consumers to navigate the aged care system. This is a service that is not funded by the Government to deliver but we feel that it is of value to the Bene community members. We have also been reviewing our programs based on consumer feedback and have introduced Culture Days that reflect the many different cultures of our staff.

Anne Higginson  
Manager Community Services

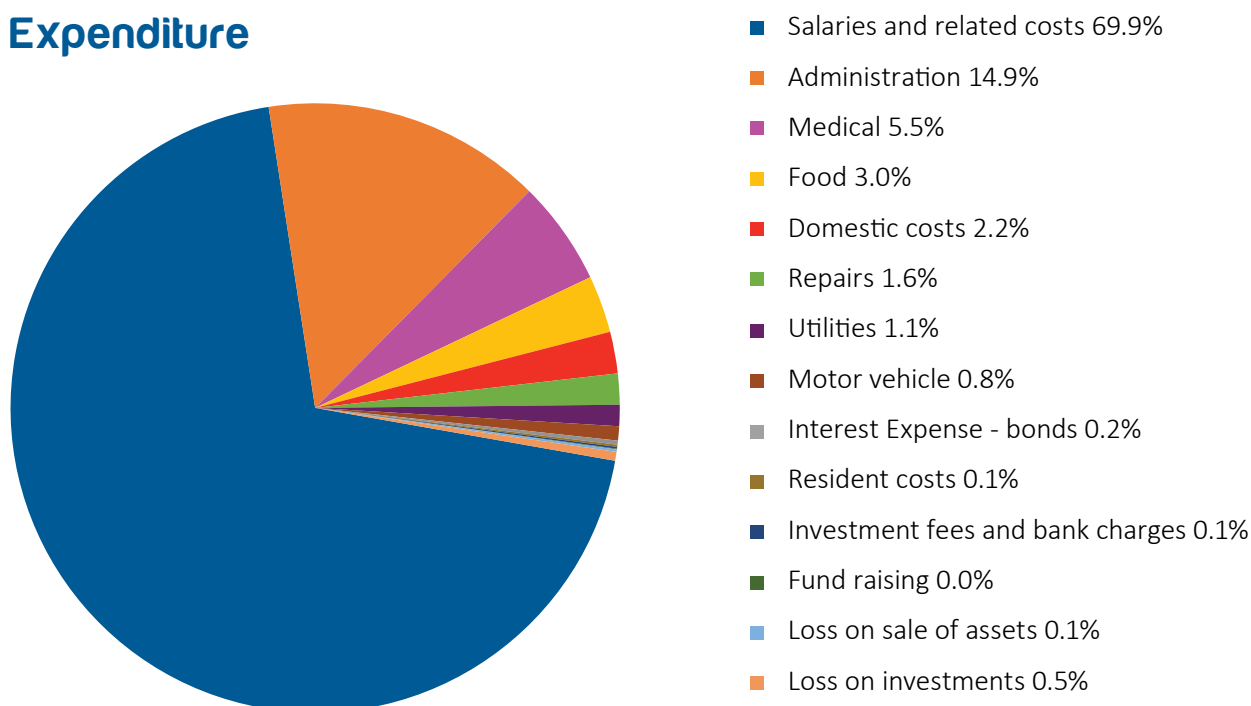
# Financial Report

Italian Benevolent Foundation SA Incorporated reported a surplus EBITDA (earnings before interest, tax and depreciation) of \$86,077 for the year ending 30 June 2022 (2021 surplus \$1,818 831). The overall performances resulted in a deficit of \$348,900 for 2022 (2021 surplus of \$1,458 433).

The COVID-19 pandemic has had a significant impact across the aged care sector during the 2021-2022 financial year and post reporting date. All of the Residential Aged Care sites experienced COVID-19 outbreaks. Bene incurred significant additional costs in response to the outbreaks, including additional staffing for Registered Nurses, Carers and agency staff, higher hourly payment loadings to staff, and other costs relating to infection control. During the year the Federal Government provided assistance to partially offset the additional costs and challenges incurred due to COVID-19 pandemic. A total amount of approximately \$3,445,649 was recognised as revenue in the financial year to 30 June 2022 relating to this Government assistance.

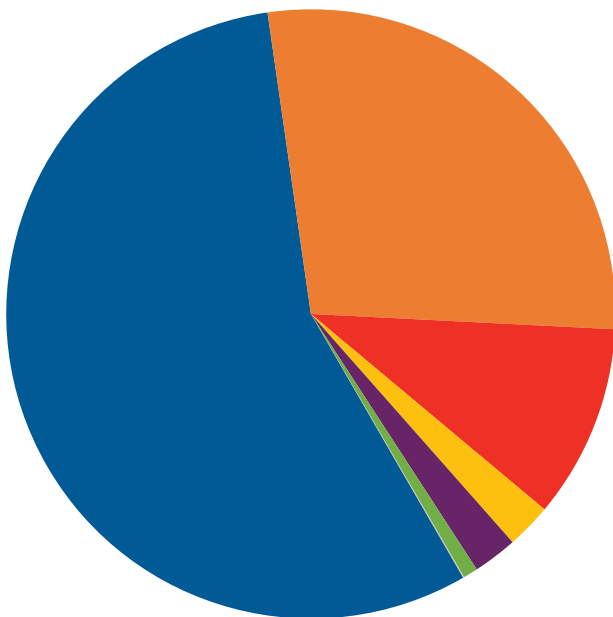
As a result of COVID-19, one of the Residential Aged Care sites, namely the Italian Village, was sanctioned on 11 January 2022. The sanction was lifted on 23 April 2022. This sanction also contributed to the decline in the financial performance for this financial year.

## Expenditure





## Revenue



- Commonwealth funding 56.0%
- Fees 28.1%
- Other income 10.3%
- Commonwealth capital funding 2.4%
- Resident capital funding 2.4%
- Interest income 0.8%
- Prior Year Adjustment 0.0%
- Penalty interest-unpaid bonds 0.0%

## Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/6/22	30/6/21	30/6/20	30/6/19	30/6/18	30/6/17	30/6/16	30/6/15	30/6/14	30/6/13
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Total Operating Income</b>	<b>37,905</b>	<b>36,080</b>	34,052	34,053	32,908	32,064	31,688	33,572	26,722	24,101
<b>Total Salary &amp; Wages</b>	<b>26,345</b>	<b>23,737</b>	22,458	21,652	20,961	20,600	19,973	20,511	20,532	19,285
<b>Surplus/(Deficit)</b>	<b>(348)</b>	<b>1,458</b>	909	2,040	1,693	1,755	2,900	4,573	814	(389)
Total Assets	<b>107,220</b>	<b>109,808</b>	101,486	102,089	95,028	85,746	73,716	63,914	63,155	51,951
Net Assets	<b>55,246</b>	<b>55,594</b>	54,136	53,226	51,158	49,492	42,046	38,007	33,434	22,851

## Bene Board



Ms Marie Alvino  
**Chairman**



Mr Silvio Iadarola  
**Vice Chairman**



Mr Ben Battiste  
**Board Member**



Antonio Cocchiario  
**Board Member**



Dr Carmine De Pasquale  
**Board Member**



Dr Mario Giordano  
**Board Member**



Ms Anna McNair  
**Board Member**



Mr Ray Ravalico  
**Board Member**



Mr Ernie Sorgini  
**Board Member**

30/6/12	30/6/11	30/6/10	30/6/09	30/6/08	30/6/07	30/6/06	30/6/05	30/6/04	30/6/03	30/6/02	30/6/01	30/6/00
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
23,112	21,455	20,276	18,760	17,184	15,147	13,700	12,712	10,831	9,480	8,500	7,677	6,978
17,189	16,227	15,412	14,513	13,262	12,394	11,430	10,197	8,524	7,207	6,162	5,470	4,957
785	1,368	624	671	855	3,583	(106)	1,915	957	(392)	(683)	561	548
58,900	58,338	46,796	38,223	35,819	36,917	31,500	25,846	26,864	20,660	12,857	13,185	12,566
36,269	35,484	32,265	21,440	20,768	19,912	14,768	7,775	9,817	8,860	8,468	10,007	9,401

## Executive Management Team



Andrew McFarlane  
**Chief Executive Officer**



Sunny Traverse  
**Director of Residential Aged Care**



Dustin Clowes  
**Chief Financial Officer**



Ruth Ryan  
**Manager Quality, Safety & Education**



Anne Higginson  
**Manager Community Services**



Glynis Rosser  
**Manager People & Culture**



Allan Quire  
**Manager Projects**



## Locations

For more information call the team at Bene on **08 8131 2000** or visit us at **[bene.org.au](http://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

