

ANNUAL REPORT 2022 | 2023

*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 Report for 2022/2023

It is with great pleasure I submit to you my first annual report as the Chair of the Bene Aged Care Board. It has been a year of growth for Bene Age Care as we continue to invest in our commitment to provide specialised services for the culturally and linguistically diverse community. With the acquisition of St Paul's at Hahndorf Bene has expanded its services with 80 residential aged care placements, 70 retirement living units and welcomed 80 new staff to the Bene family of 630 employees.

This year also saw the departure of two valued Board members — Ms Marie Alvino, Chairman, who served on the Board since 1989 and was Chair since 2011. Bene also farewelled Dr Mario Giordano from the Bene Board, who has been a valued member since 1990. We thank them for their contribution to the organisation, particularly Ms Alvino for

her pivotal input into the vision and growth of aged care services for the Italian Community in South Australia.

As we as a community start to live with COVID-19 as part of our daily lives we are working to ensure our practices and processes continue to keep our residents, clients, families, and staff safe and connected. While masks are no longer mandatory, we continue to focus on maintaining our infection control protocols.

I would also like to take this opportunity to thank Chief Executive, Mr Andrew McFarlane, for his outstanding dedication, and all our staff and volunteers for their continued contribution to providing high quality and welcoming services for our community.

Antonio Cocchiaro
Chairman



CEO Report

The 2022/23 year was an exciting year for Bene Aged Care focused on the acquisition of St Paul's Hahndorf. The acquisition of St Paul's enabled Bene to share the Bene Way with a new community of older people with European heritage in the Adelaide Hills.

With the acquisition finalised on 1 April 2023, Bene has been warmly welcomed into the hills community and continues to work with staff and volunteers to invest and bring benefits of scale to the facility. It is also pleasing to report that since the acquisition the facility has been comprehensively assessed and awarded a full three-year accreditation by the aged care regulator, the Aged Care Quality and Safety Commission.

While the focus of the past six months has been on the acquisition of Bene St Paul's,

Bene continues to look at planning for upgrades for all sites to meet the needs of clients both now and into the future.

Financially the year was again challenged by COVID-19 which continued to impact the aged care sector. The 2022/23 year also saw the introduction of the new AN-ACC funding model for residential aged care along with further increases in the compliance reporting to Government.

Once again, I echo the Chair's thanks to the staff and volunteers of Bene. You are truly what makes Bene special and I thank you for your contribution.

Andrew McFarlane
CEO

Workforce

Bene understands the importance of our employees and continues to focus on recruiting and retaining the best talent to support our residents and clients. Our team celebrate individuality and diversity across all cultures and walks of life, and shares a passion for enhancing the lives of older South Australians.

To continue to improve our recruitment process, over the past 12 months Bene implemented a new standalone recruitment platform. This software also works as a complete employee lifecycle management system including recruitment, offer approval, onboarding and offboarding and integrates with our careers page on the website and SEEK. This new system has decreased the recruitment time, decreased paperwork, and improved communication to ensure a good candidate experience.

Bene has also introduced a new online learning platform for mandatory and other training.

These training programs have been well received by employee across Bene and have improved engagement. This has also provided Bene with the ability to develop modules in house and share them via the system.

Bene is also excited to announce we have received a grant from ARIAA for a joint study into improving work engagement and wellbeing for women aged over 50 in aged care, via the Be Well Co program which is licensed by SAHMRI. This was a joint grant, shared by several other aged care facilities involved in the SA Innovation Hub. Bene now has a dedicated, certified and involved Be Well Co facilitator and rolled the program out at St Agnes. We look forward to implementing this program across the entire organisation and are working with SAHMRI to publish the final results.

Glynis Rosser
Manager People and Culture





Workforce



630

Total
Staff



31

Total
Volunteers



4,697

Hours of
Training



42.8

Average
Staff Age



83%

Female
Staff



17%

Male
Staff

Resourcing



77.5%

Residential Care



17.5%

Home Care



5%

Administration

Employee Status



11.5%

Full Time



55.7%

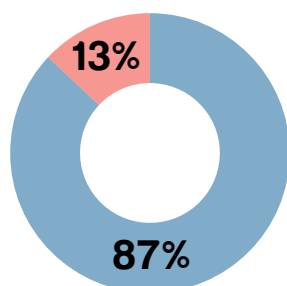
Part Time



32.8%

Casual

Total Hours of Service



459,046

67,555



Residential



Home Care

Length of Service



0-5 Years

65%



5-10 Years

15%



10-20 Years

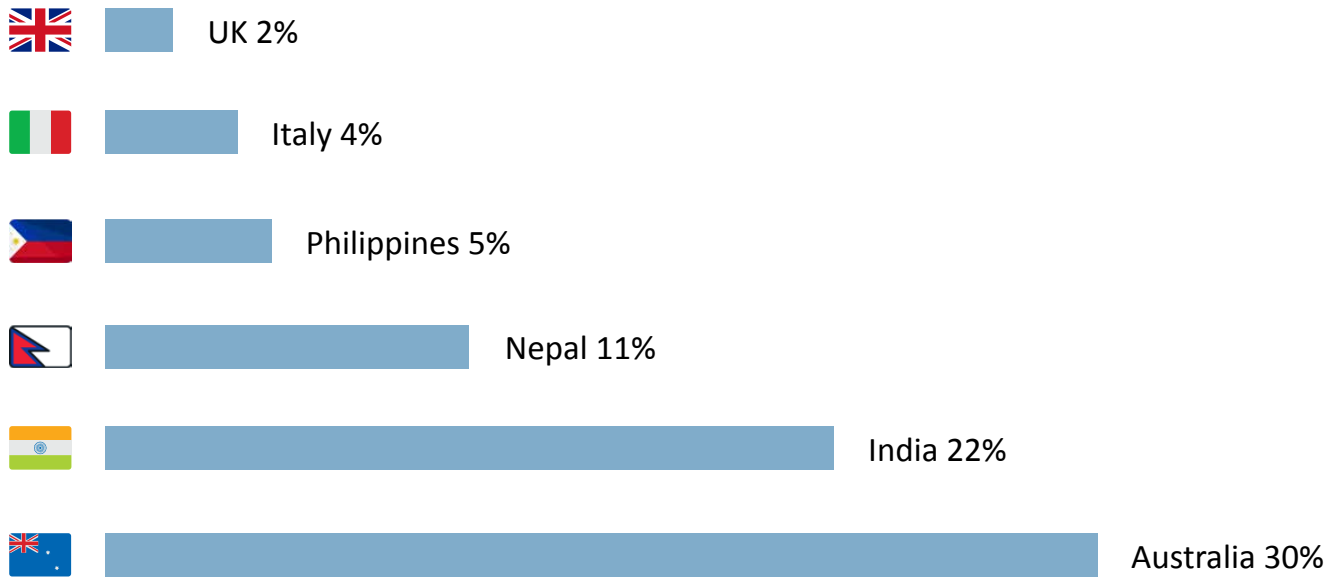
16%



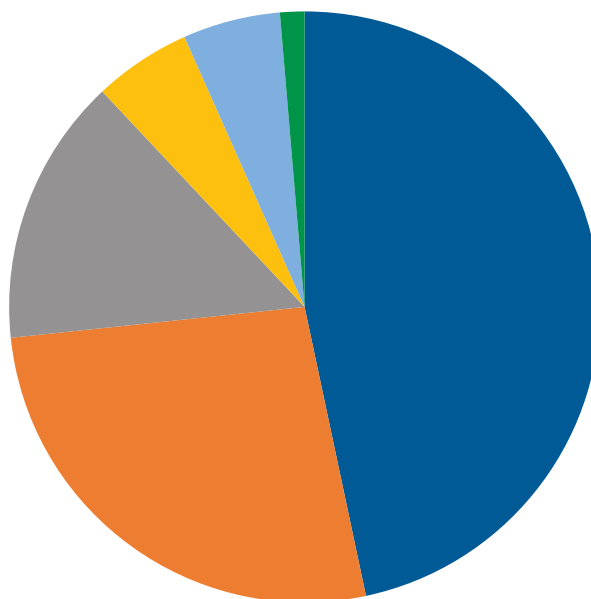
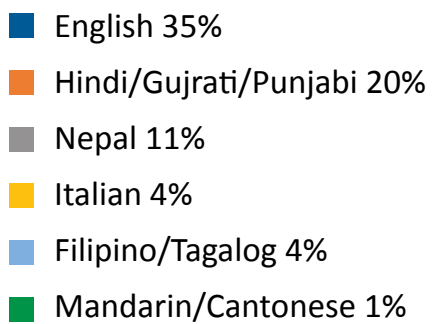
>20 Years

4%

Workforce Country of Birth



First Language



Residential Aged Care Report

As the world adapts to a new normal where living with COVID-19 is a part of our daily lives, we are delighted to share our remarkable journey of the past year. Despite the challenges, we have witnessed the relaxing of restrictions in alignment with government guidelines, setting the stage for an optimistic future.

Our unwavering commitment to infection control and the implementation of innovative frameworks has laid down robust foundations for a fresh approach to managing life with COVID-19 in our communities.

We are thrilled to announce that, at all our metropolitan residential sites, masks are no longer mandatory. While we remain diligent in adhering to infection procedures, this change has brought about improved connections and enhanced communication with residents, their families, and our devoted staff.

Looking forward, we are excited to direct our focus towards other crucial aspects of our residential care services.

A prime area of emphasis is raising awareness about our Palliative Care services. In pursuit of this, we have taken a proactive step by inviting the community to engage in important conversations through the screening of the documentary “Live the Life You Please.” This initiative has been instrumental in fostering understanding, sharing knowledge, and initiating enriching conversations that are essential in the realm of care.

Amidst the pandemic’s challenges, Bene takes immense pride in the continuous improvements we have achieved over the past few years to ensure the delivery of unparalleled care and support to residents. Our diligence has not gone unnoticed, as we have received recognition from the Aged Care Quality and Safety Commission. This recognition culminated in the achievement of reaccreditation for all our sites, with full compliance against all the aged care quality standards.

Central to the unique essence of Bene is the creation of a home-like environment across all our sites. We place great care in ensuring that individuals feel warmly welcomed and at ease. Our culinary offerings have been met with rave reviews from both residents and their families. With recipes rooted in tradition and crafted with meticulous care, each bite carries a distinct flavour that resonates with our commitment to excellence.

This year, we were delighted to host Maggie Beer, who was thoroughly impressed with the quality of our meals. This accomplishment can be attributed in part to the ongoing guidance provided by Rosa Matto, a revered South Australian food icon, who shares her culinary expertise and joy of cooking with our residents.

As we eagerly anticipate the year ahead, we are thrilled to announce the return of events and celebrations that bring our community together. These moments of togetherness foster a sense of belonging and shared spirit that define the essence of Bene.

Our heartfelt gratitude extends to our dedicated staff, tireless volunteers, and supportive families who have stood by us during these times. Your unwavering commitment has been instrumental in shaping our journey of resilience and progress.

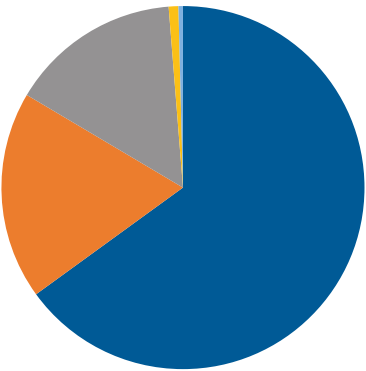
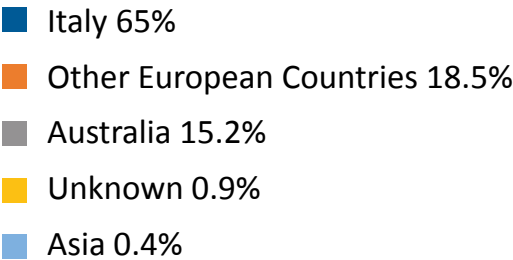
In the face of adversity, Bene Residential Care stands strong, driven by a shared commitment to providing exceptional care and creating a vibrant community where every individual thrives. Together, we embark on a future filled with promise and possibility.

Sunny Traverse
Director of Residential Aged Care



Residential Care Consumers

Country of Birth



89.64%

Occupancy



87

Average Age



2.9

Average Years of Stay



794

Average Days in Respite Stay



332

Bene offer 332 residential aged care places



365,730

Meals Prepared



67%

Female



33%

Male





Community Services

This year Bene's community services team have focussed on better understanding our back office business processes to improve efficiency and provide a better experience for our clients and their families.

With the impacts of COVID-19 becoming business as usual activities, the teams have been able to focus on systems and processes to improve their ability to respond to customer enquiries in a timely and streamlined fashion. The team focussed on detailing and understanding the current process to create a vision for an ideal future state. Once this future state was outlined the team undertook a thorough review of available Home Care systems and decided to implement AlayaCare software to support our business operations now and into the future.

This change has also enabled a move to implement a new customer communication system which enables clients and their families to change and update details through a specially designed app. This will enable clients and their families to have information at their fingertips and allow sharing of information through the family members as appropriate. This easy option for accessing scheduling and invoicing information will still be supported by the option to call our friendly team if that is still preferred.

The introduction of these new systems also enables the workforce to have access to all the client support information and preferences right on their mobile phones in order provide the best possible service for clients.

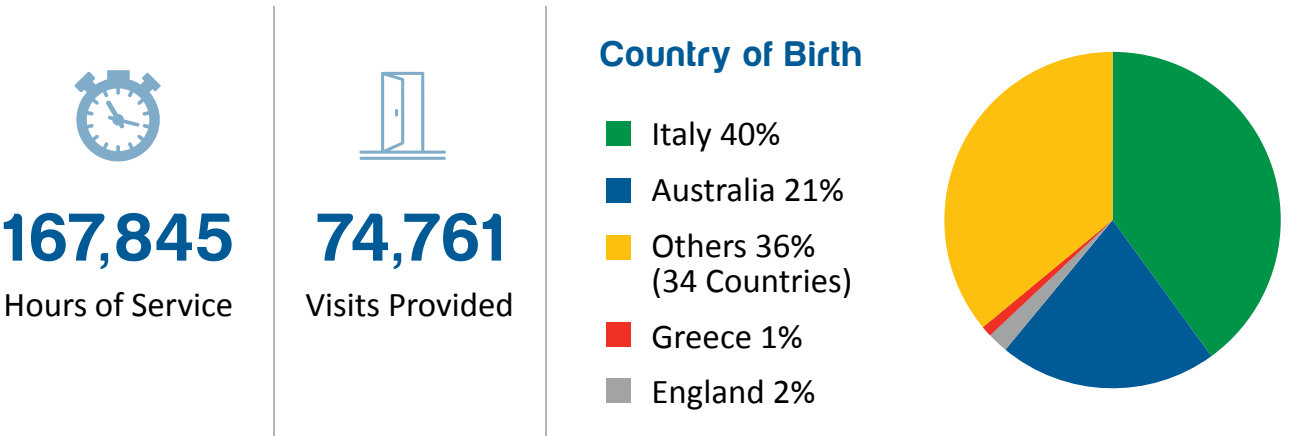
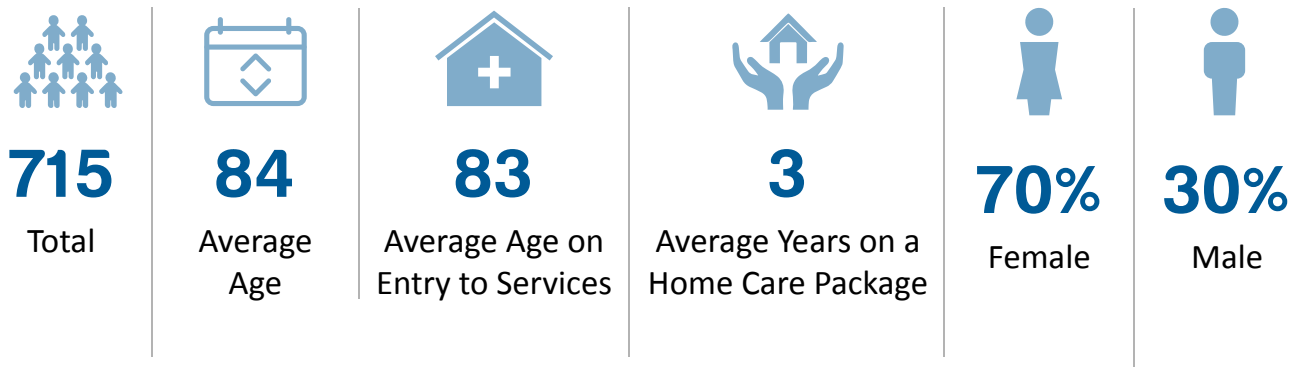
In the past 12 months Bene has introduced Complispace. This is a whole of organisation system to better support our policies and procedures and staff training. For the community services team this software will also become the incident management system allowing for improved reporting and monitoring of incidents and for community services it will be our incident management system as well.

This focus on improving systems and processes across all our community services will provide the right foundations to continue to grow Bene's service offerings and deliver services to keep our clients connected, supported and independent in their own homes.

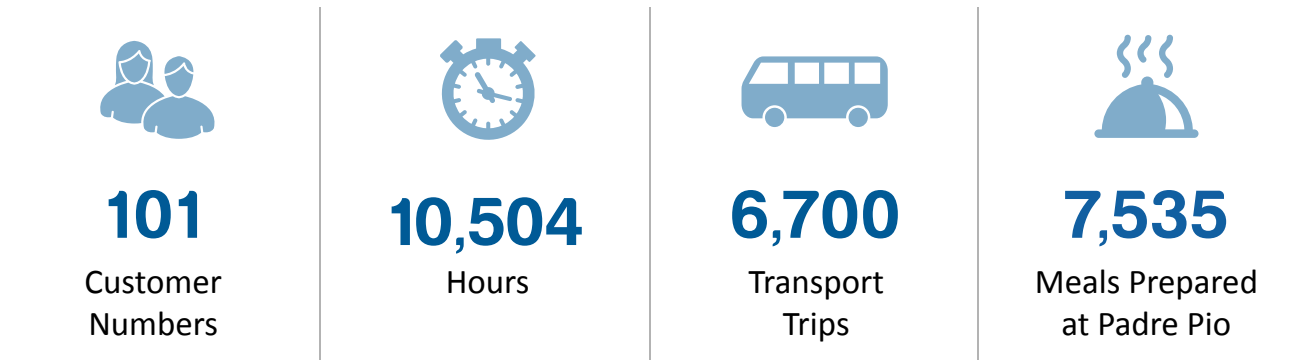
Thank you to all the Bene staff and volunteers who continue to work tirelessly to ensure the best possible support for our clients.

Anne Higginson
Manager Community Services

Community Services Consumers



Bene Vita Lifestyle & Wellness





Financial Report

Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/6/23	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
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	40,770	37,905	36,080	34,052	34,053	32,908	32,064	31,688	33,572	26,722
Total Salary & Wages	42,189	26,345	23,737	22,458	21,652	20,961	20,600	19,973	20,511	20,532
Surplus/(Deficit)	(1,418)	(348)	1,458	909	2,040	1,693	1,755	2,900	4,573	814
Total Assets	138,174	107,220	109,808	101,486	102,089	95,028	85,746	73,716	63,914	63,155
Net Assets	47,712	55,246	55,594	54,136	53,226	51,158	49,492	42,046	38,007	33,434

Financial Report

Italian Benevolent Foundation SA Incorporated reported a deficit EBITDA (Earnings before interest, tax and depreciation) of \$1,205,989 for the year ending 30 June 2023 (2022 surplus \$86,077). The overall Operating performance resulted in a deficit of \$1,417,940 for 2023 (2022 deficit \$348,900).

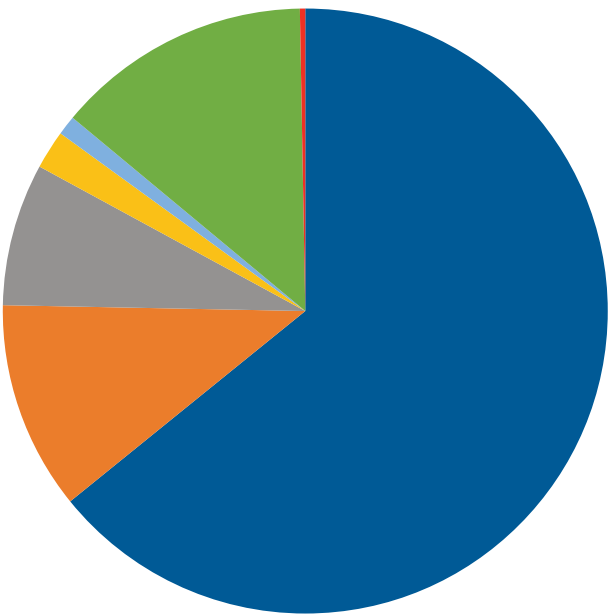
The COVID-19 pandemic continued to have a significant impact across the aged care sector during the 2022-23 financial year. With all the Residential Aged Care sites experiencing COVID-19 outbreaks the operating result for the year was impacted by the reduced occupancy experienced at the sites combined with the additional staffing and medical costs that were incurred in response to the outbreaks.

In addition to the above, the following significant events occurred in the year:

1. An independent valuation of all properties was undertaken. In view of the decision by the Australian Government that aged care bed licences will be discontinued from 1 July 2024, no value was attached to the bed licences in the valuation of all residential aged care sites. The impairment loss from this valuation has been recognised in the Statement of Comprehensive Income.
2. On 1 April 2023, St Paul's Lutheran Homes Hahndorf was acquired. This acquisition comprised the purchase of an 80 bed residential aged care bed facility, 70 independent living units and two rental properties.

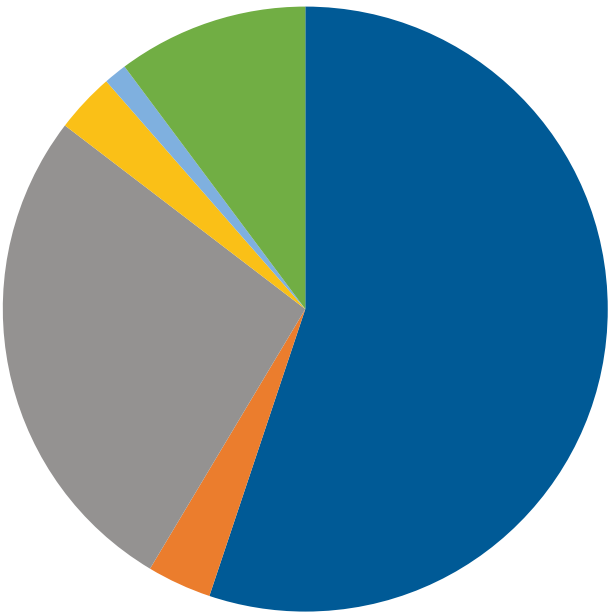
Expenditure

- Employee Expenses 64%
- Administration 11%
- Food, housing and medical 8%
- Repairs and maintenance 2%
- Energy 1%
- Depreciation and loss on revaluation 14%
- Other expenses 0%



Revenue

- Government Operating Funding 55%
- Government Capital Funding 3%
- Resident Operating Fees 27%
- Resident Capital Fees 3%
- Investment Income and Interest 1%
- Other Income 10%



Bene Board



Mr Antonio Cocchiario
Chairman



Mr Silvio Iadarola
Vice Chairman



Mr Ben Battiste
Board Member



Dr Carmine De Pasquale
Board Member



Ms Anna McNair
Board Member



Mr Ray Ravalico
Board Member



Mr Ernie Sorgini
Board Member

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Sunny Traverse
Director of Residential Aged Care



David Phillips
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**

Alternatively visit us at any Bene location below.

Residential & Respite 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

Bene St Paul's
7 Braun Drive
Hahndorf SA 5245
P. 08 8398 8600

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

Retirement Living

Bene St Paul's
7 Braun Drive
Hahndorf SA 5245
P. 08 8398 8600

Italian Benevolent Foundation SA Inc. ABN 52 756 107 562

