



*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.*



Table of Contents

Chair Report 5

CEO Report 6

People and Culture 7

Residential Aged Care Report..... 11

Community Services 15

Financial Report 18

Bene Board and Executive Management Team 20

Locations..... 21



Chair Report

On behalf of the Italian Benevolent Foundation and Bene Aged Care, I am pleased to again report a successful twelve months since our last AGM in November 2024.

Our role at Bene is to cater to the needs of older people of all backgrounds, with a particular focus on those of Italian descent. We strive to meet these needs in our four residential facilities, including the fully assisted living at Bene St Agnes Italian Village, Campbelltown, St Clair, and St Paul's.

Additionally, we are increasingly supporting independent living in clients' own homes through our Bene Casa Home Care and Bene Vita Lifestyle and Wellness programs, both based at Bene Padre Pio in Woodville North. All our sites have been operating at or near capacity over the 12 months.

In March this year, we successfully celebrated our 50th anniversary, and we remembered the hard work of our predecessors in establishing the Italian Benevolent Foundation. We particularly acknowledged the 10 Foundation Donors, of whom one surviving member remains – our Patron, Grande Ufficiale Dr Carmine De Pasquale AM.

We are currently developing building plans for our new Hahndorf independent living unit residences. We have also created a new secure specialist dementia care area for residents with more complex needs at St Agnes.

The Federal Government's aged care reforms are still being finalised, but we are proactively monitoring developments and will respond accordingly.

I wish to thank our management team, led by Mr Andrew McFarlane, for their unwavering dedication and professionalism. Their efforts have been instrumental in our achievements.

I would also like to extend my sincere thanks to our board members, with a special mention of Mr Silvio Iadarola, our Deputy Chair, for their tireless efforts and dedication.

Lastly, I wish to thank our Italian Benevolent Foundation members for their support.

The Italian Benevolent Foundation Board is committed to building a strong, long-term future through growth and regeneration, including efforts to attract younger individuals to our membership.

Dr Antonio Cocchiario AM
Chairperson

CEO Report

The 2024/25 financial year has been another positive year for Bene.

In March 2025, we marked the 50th year of incorporation, celebrating and reflecting on the commitment and endeavour of the South Australian Italian Community in developing and sustaining quality care services at Bene Aged Care.

We will soon be opening our Specialist Dementia Care Unit (SDCU) at The Italian Village, St Agnes, the first unit of its kind in Adelaide's northern suburbs. Supporting families with respect for cultural heritage, the SDCU is the next step in continuing this tradition.

Scheduled to open in November 2025, the unit will provide up to nine beds, focusing on people with severe behavioural and psychological symptoms of dementia. Designed to meet the unique cultural and linguistic needs of older people, it offers a safe environment where dignity is central to our care.

The SDCU is designed to support physical, emotional, and cultural well-being. It features a Japanese-inspired garden for families to enjoy together, and our staff will be trained in culturally sensitive care, including bilingual services and activities that reflect our diverse community.

Bene's home care service continues to grow, and our home care packages now support independent living at home for over 250 clients. The future demand for Bene Home Care is expected to be strong.

All Bene staff, volunteers and board members can be proud of their contribution to the quality care we provide. Their dedication and hard work have been instrumental in all four residential sites attaining a three-year

accreditation with no outstanding noncompliance. Our St Clair, St Paul's and Campbelltown nursing home sites received four-star ratings, and St Agnes three-stars out of five stars.

Our Clinical Governance Committee has also provided strong clinical oversight, embedding a strong evidence-based action and reporting culture to meet the Aged Care Quality and Safety Commissions requirements.

Recruiting and retaining quality staff continues to be challenging across the aged care sector, particularly with the introduction of mandated care minutes and star ratings.

I would also like to acknowledge the retirement of both Ruth Ryan (Quality Manager) and Allan Quire (Projects) and thank them for their dedicated service to Bene Aged Care over the years. I am also delighted to welcome Michael Filsell (Chief Operating Officer) and Catherine McGovern (Manager Quality and Clinical Governance) to Bene Aged Care.

This year we are replacing all our financial and human resources ICT systems and investing in new systems to go live on 1 July 2026.

The commencement of the new Aged Care Act has been delayed until 1 November 2025. The Act responds to many of the recommendations of the Aged Care Royal Commission and the Aged Care Task Force. It will increase compliance, reporting and the number of clients contributing to the cost of providing their care.

Once again, I echo the Chair's thanks to all the staff, students and volunteers of Bene Aged Care for making us a special place.

Andrew McFarlane FCPA
CEO

People and Culture

Over the past year, the People and Culture team has continued to build on strong foundations with a clear focus on wellbeing, safety, recruitment, recognition, and engagement. Our initiatives and employee feedback show steady progress, while also highlighting areas for ongoing improvement.

We successfully updated our People and Culture Strategic Plan, which sets out our commitment to creating a workplace where employees across our community, residential and corporate services are empowered to contribute their best, supported through strong partnerships, and encouraged to realise their full potential in service of the Bene community.

Our strategy is built around three key pillars:

1. Attract, develop, reward and retain great people: Identifying and growing talent, creating clear and meaningful career pathways, celebrating success, and fostering a positive employee experience that supports long-term commitment and engagement.
2. Foster a values-based culture: Embedding respect, openness, fairness, unity, excellence and integrity so Bene's values guide employee behaviour, shape decision-making, and strengthen engagement at every level.
3. Promote wellness, engagement and psychological safety: Delivering responsive health, safety, and engagement support that empowers teams and leaders with the tools, systems and guidance to create a mentally healthy, resilient and supportive work environment where employees feel valued, connected and involved.

Actions Supporting Our Strategic Plan:

- Increased onsite presence of the People and Culture team across our residential and community portfolios, working alongside managers and employees to build stronger relationships and better understand day-to-day challenges and opportunities.
- Enhanced employee feedback mechanisms through regular internal surveys, supporting timely action on improvement areas.
- Strengthened wellness programs, including the revitalised Employee Assistance Program, expanded wellbeing committees, social activities such as People and Culture hosted BBQs, cultural celebrations and initiatives supporting work-life balance.
- Expanded recognition programs, reinforcing the message that good work is noticed and appreciated.
- Maintained a strong safety focus, with employees consistently reporting that workplace health and safety is taken seriously

Employee Voices

Earlier this year we undertook an employee engagement survey, with participation from all areas of our business. Key highlights include:

- 90% of employees understand their role and what is expected of them.
- 86% confirm that our clients and residents are made to feel welcomed, respected and valued.
- 84% of employees agree that in their work area, they always adopt safe work practices.
- 84% are proud to work for Bene and would recommend us to their family and friends.

Our people also shared direct feedback reflecting the supportive and community-focused culture at Bene:

"In my work I have always found kind and respectful consumers and I am equally with them respecting the quality parameters in care and service."

"Since I started working in this company, I have always found managers who have always helped me in time of need. I have enjoyed working for Bene for the past 4 years."

"I enjoy the work I do, and there is good communication with any changes that occur."

"Bene is family. I am one of the lucky people who get to give back to community and have the opportunity to support incredible individuals."

This feedback from our frontline employees highlights the importance of supportive managers, strong communication, respectful relationships with our clients and residents, and the deep sense of community pride that employees feel in their roles.

Andrew Baggaley
Manager People and Culture

10+ Years of Service

Location	Employees
Administration	3
Campbelltown	3
St Agnes	29
St Clair	9
St Paul's	5
Community Services	11

15+ Years of Service

Location	Employees
Administration	3
Campbelltown	3
St Agnes	11
St Clair	1
St Paul's	7
Community Services	17

20+ Years of Service

Location	Employees
Administration	2
Campbelltown	3
St Agnes	3
St Clair	2
St Paul's	1
Community Services	3

25+ Years of Service

Location	Employees
Administration	0
Campbelltown	0
St Agnes	5
St Clair	1
St Paul's	1
Community Services	0

30+ Years of Service

Location	Employees
Administration	1
Campbelltown	2
St Agnes	3
St Clair	0
St Paul's	0
Community Services	0

*Administration includes office-based roles and site-based management roles, e.g. residential site manager and hospitality manager.

People and Culture



711

Total Staff



31

Total Volunteers



4,697

Hours of Training



43

Average Staff Age



82%

Female Staff



18%

Male Staff

Resourcing



80%

Residential Care



16%

Home Care



4%

Administration

Employee Status



14%

Full-time



60%

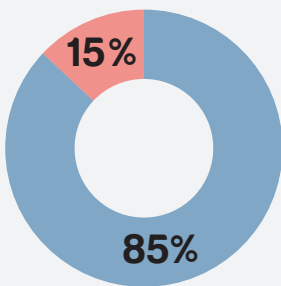
Part-time



26%

Casual

Total Hours of Service



687,332



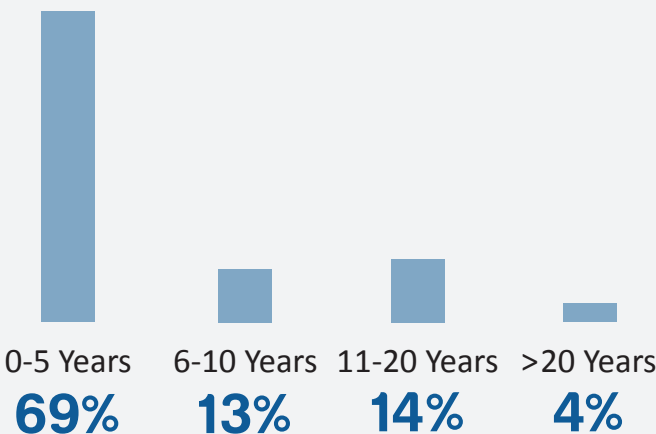
Residential

125,485

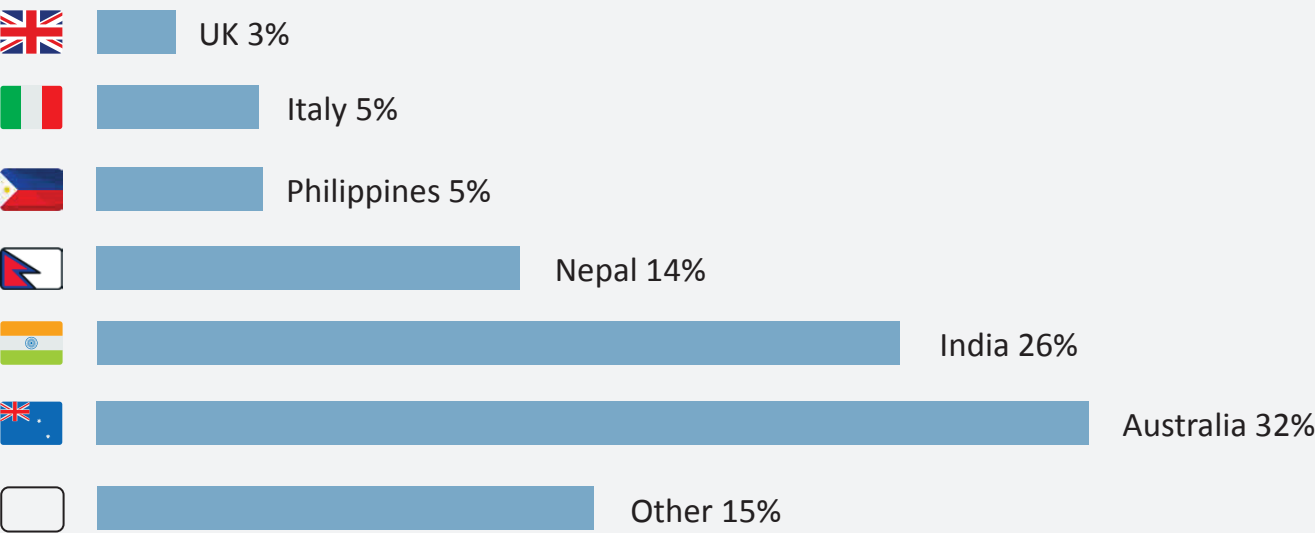


Home Care

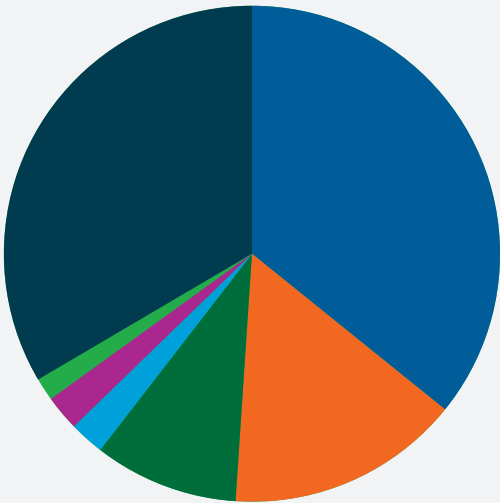
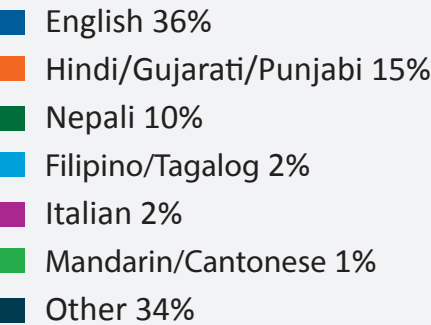
Length of Service



Workforce Country of Birth



First Language





Residential Aged Care

As I reflect on the past 12 months, I am incredibly proud to present this annual report, highlighting the achievements, developments, and ongoing commitments that have shaped another successful and meaningful year for Bene Aged Care.

It has been an absolute privilege to work alongside our dedicated Operations Team, whose tireless commitment has been instrumental in driving continuous improvement across our services. Together, we have achieved continued operational compliance and celebrated the success of our Commonwealth grant application, marking a significant step forward in dementia care within our community.

A Landmark in Dementia Care Specialist Dementia Care Unit

One of our most significant milestones this year was our successful tender for the Specialist Dementia Care Unit (SDCU), generously funded by the Department of Health and Aged Care. The SDCU will provide a vital lifeline to individuals living with severe behavioural and psychological symptoms of dementia (BPSD) who are unable to be supported in mainstream aged care.

Our new unit at St Agnes, designed with purpose-built features and complemented by a Japanese inspired sensory garden, will offer specialised care aimed at symptom stabilisation and reintegration into less

intensive environments. This is the first facility of its kind in Adelaide's northern suburbs, and we are excited to be leading this important initiative with the support of the Northern Adelaide Local Health Network and the Commonwealth Department of Health.

National recognition for dementia leadership

In October 2024, I had the privilege of presenting a paper in Geneva, and later this year, I will be presenting in Bologna, on the impactful work Bene is doing to support older adults living with dementia, particularly those from culturally and linguistically diverse (CALD) backgrounds. We are proud to have our expertise recognised on an international stage, showcasing the critical role of culturally appropriate care models in dementia services.

'Partner in Balance' family support group

This year also marked the launch of our Partner in Balance group – an initiative designed to provide support, education, and connection for families of older people in our Memory Support Units. The group provides a safe environment for families to share experiences and learn about dementia, behavioural changes, and how to maintain strong communication with care teams.

Bene's Role in national end-of-life care research

Bene is proud to be one of only three residential aged care services selected nationwide, and the only one in South Australia, to participate in the End-of-Life Law for Clinicians (ELLC) Pilot Study. This important research, funded by the Department of Health

and Aged Care and conducted by Queensland University of Technology, will strengthen legal literacy and improve end-of-life care across the aged care sector.

Innovation in falls prevention

Bene is committed to innovative falls prevention across our residential sites, combining AI technology, balance programs, and physiotherapy collaboration to improve mobility and reduce falls risks.

The Implementation of the Hover Matt system, will provide a safer alternative for lifting older people post-fall, reducing the risk of further injury.

New programs promoting wellbeing and inclusion

- Dementia-friendly salon: With support from Dementia Australia, a local salon now features an Italian-speaking hairdresser, supporting Italian-speaking residents living with dementia.
- Men's Shed program: Launched at St Agnes, and soon also at St Paul's, the program brings older people together to participate in hands-on activities, including woodworking and furniture restoration, helping to foster a sense of purpose, connection, and creativity

Pilot structural changes at Bene St Agnes

To support our large and complex site at St Agnes, a new leadership structure with two Residential Site Managers was implemented, streamlining operations and improving outcomes.

Clinical projects and quality initiatives

- Dining experience enhancement: We are working to transform dining across all sites into a more engaging, sensory-rich, and home-like experience, incorporating occupational therapy assessments and Diabetes SA programs to optimise nutrition and independence.
- Hearing loss and dementia study: At St Paul's, we are exploring the impact of hearing aids on behavioural symptoms, such as agitation and withdrawal, in residents with dementia.
- Skin integrity research: Across all sites, we have launched a project to identify early causes and risks related to impaired skin integrity, ensuring timely interventions and improved outcomes.

Policy and governance milestones

The Aged Care Act 2024, passed by Parliament in November, is a landmark reform that will put the rights of older people at the centre of all care from 1 November 2025. At Bene, we are already aligning our systems and practices with this reform to ensure full compliance and uphold every older person's right to safety, respect, independence, and cultural identity.

We have also contributed to major national reviews and consultations, including:

- SA Virtual Care Service/State Health Coordination Centre
- Go Gentle Australia
- Evaluation of End of Life Directions in Aged Care (ELDAC)

Most recently, Bene has been asked to collaborate with NALHN Geriatrics Outreach Service (GOS) as a member of the Governance Committee to co-design the GOS model. The service aims to build on existing geriatric care, strengthen relationships between hospitals and the aged care sector, and ultimately improve outcomes for older people.

Looking Ahead

As we move into a new year, I am incredibly proud to be part of what lies ahead for this truly remarkable organisation. Bene continues to lead with compassion, cultural respect, and innovation, delivering person-centred and high-quality care.

It is a privilege to work alongside such dedicated staff, volunteers, families, and partners. Most importantly, we thank our community of older people for their trust and for inspiring our work every day.

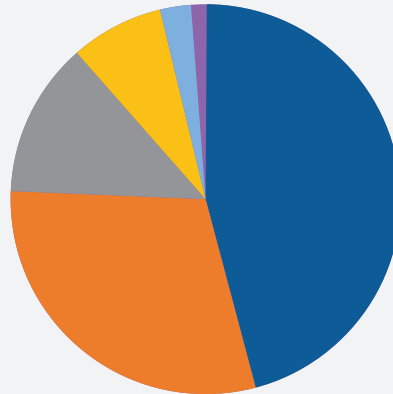
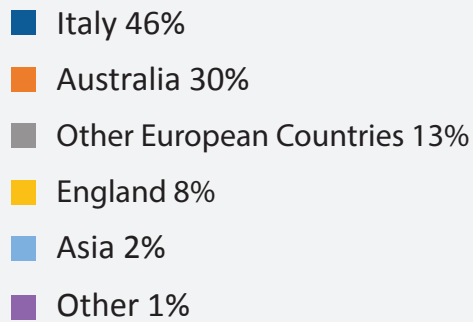
With exciting new projects on the horizon and a strong foundation in place, I look forward to another year of growth, collaboration, and continued excellence in care.

Together, we have built something truly special, and we look forward to what the next year will bring.

Sunny Traverse
Director of Residential Aged Care

Residential Care Customers

Country of Birth



91.6%

Occupancy



87

Average
Age



3.1

Average Years
of Stay



44.2

Average Days in
Respite Stay



323

Bene offer 332
residential aged
care places



411,461

Meals
Prepared



61%

Female



39%

Male



Community Services

Bene Home and Community Services has continued to focus on delivering high-quality support to older people and their families while preparing for one of the most significant reforms in aged care – the introduction of the Support at Home program in November 2025.

Over the past year, our teams have worked tirelessly to adapt systems, policies, and care practices to align with the new requirements. This has involved a comprehensive review of all our systems, including our rostering, accounting – and most importantly – our care planning approaches to ensure compliance with the new program rules.

We have also invested in specific workforce training for all staff so that clients and their families are confident in our knowledge as we support them to transition to a completely

new way of delivering services at home.

Our growing nursing and care management teams have implemented new processes ensuring that our clinical teams are able to support the introduction of the new Restorative Care and End of Life support services. This is an exciting opportunity for Bene to provide these extra support services when our clients may need them.

The introduction of the new Aged Care Act 2024 and the enhancements to our Aged Care Standards has also provided us with the opportunity to review our policies and procedures and make the necessary changes to meet the compliance requirements.

Our Quality and Governance team has been providing us with the support needed to meet the new requirements which have been significant.

Our technology platforms continue to evolve, with AlayaCare now fully embedded in rostering, care, and financial workflows. To meet the new Support at Home requirements, significant programming changes have been made and we are well supported both internally and externally for this to occur.

The Bene App has expanded, with more families actively using it to view real-time updates on visits and services, fostering transparency and trust.

With so many changes occurring in the home care sector we have continued to reassure our community that Bene is committed to supporting them and will provide updates as the Government releases new information.

We have been successful in continuing to receive funding from the Department of Veterans Affairs to support veterans, and our Commonwealth Home Support Program has been renewed until July 2027 when it will be combined with the Support at Home program.

Bene Vita has continued to provide high-quality support to many older people. Our services bring people together over a meal and social activities, importantly helping to address concerns around being isolated at home. Their carers are also supported as we provide much-needed respite, including access to the dementia respite program that began operation from Bene St Agnes this year.

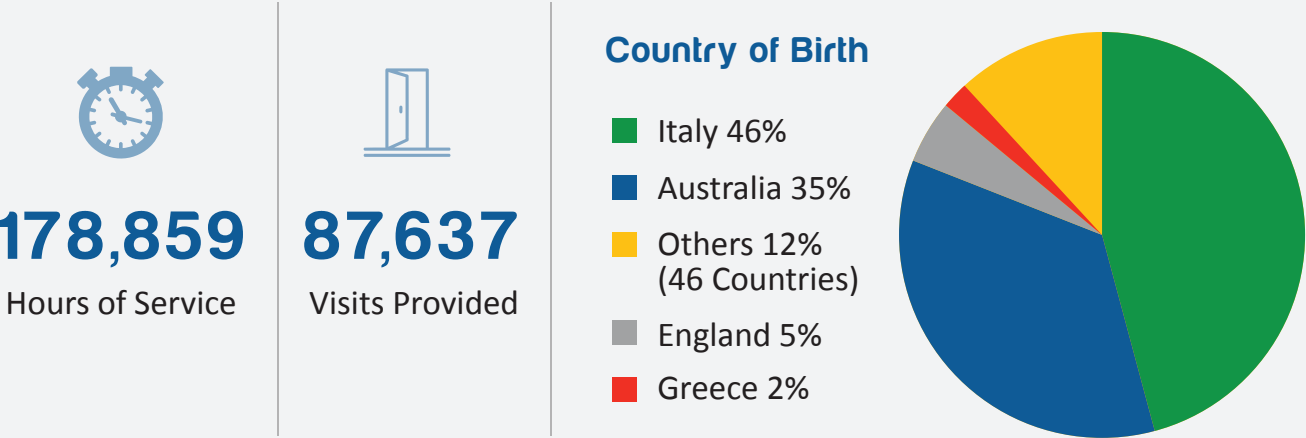
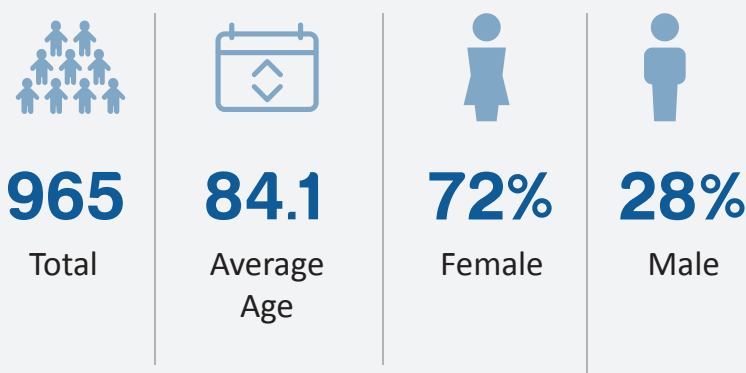
I have been advocating across a number of avenues for the rights of culturally and linguistically diverse (CALD) clients, ensuring their perspectives and needs are recognised as policy changes take shape that can affect older Italian people. This has included being part of a number of industry working groups and research projects.

We extend our thanks to the Bene Board, Executive, staff and volunteers for their commitment, flexibility, and compassion during this year of significant change. Their dedication ensures that older people and their families receive the best possible care and support, now and into the future

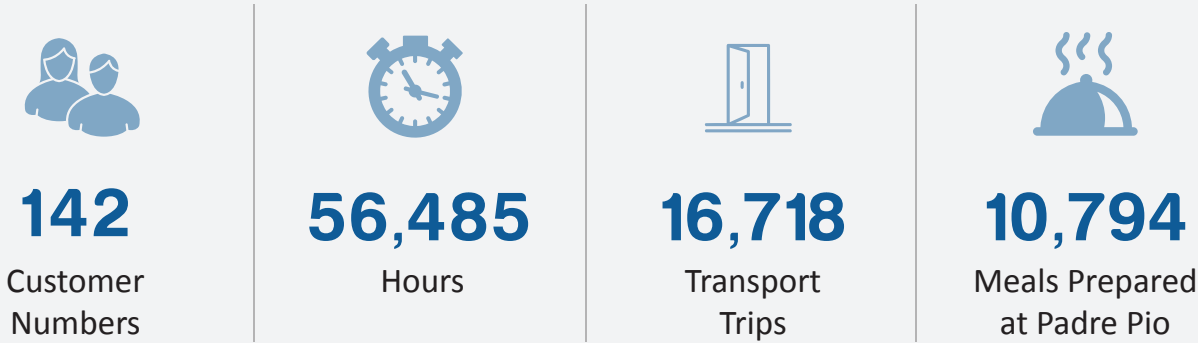
Anne Higginson
Manager Community Services



Community Services Clients



Bene Vita Lifestyle & Wellness



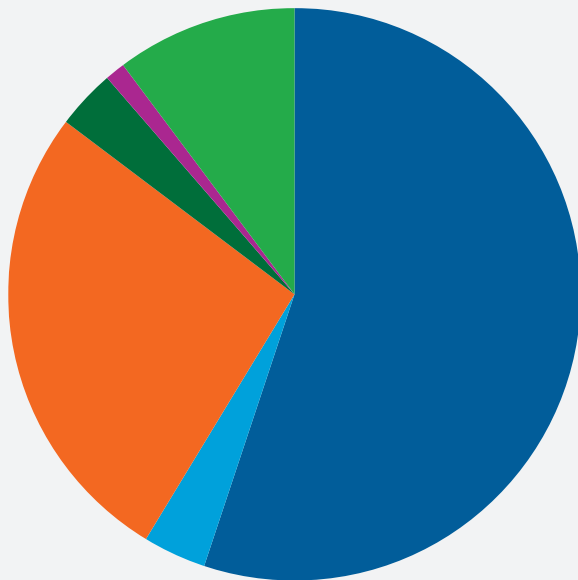
Financial Report

Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives										
Year Ended 30 June	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
	000s									
Total Income	63,958	56,594	40,770	37,905	36,080	34,052	34,053	32,908	32,064	31,688
Total Expenditure	62,457	56,255	42,189	38,253	34,622	33,143	32,013	31,215	30,309	28,788
Surplus/Deficit	1,501	339	(1,419)	(348)	1,458	909	2,040	1,693	1,755	2,900
Total Assets	130,934	126,444	138,174	107,220	109,808	101,486	108,029	95,028	85,746	73,716
Net Assets	49,180	47,678	47,712	55,246	55,594	54,136	53,226	51,158	49,492	42,046

Italian Benevolent Foundation SA Incorporated reported a surplus Earnings before interest, tax and depreciation (EBITDA) of \$2.89m for the year ending 30 June 2025, which compares favourably with the surplus of \$1.39m for the previous financial year. The overall Operating performance improved with a surplus of \$1.5m for 2025 compared to the surplus in 2024 of \$0.3m.

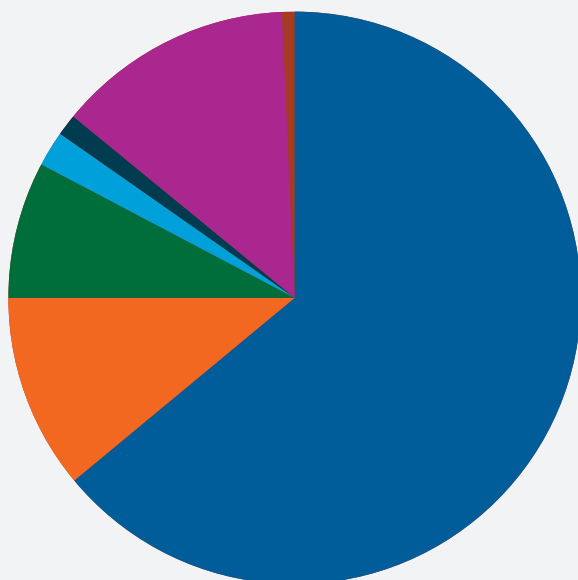
The combination of improved occupancy levels throughout the year at all Residential sites along with increased AN-ACC funding levels contributed to the improved financial result of Bene's Residential operations. The steady growth in Home Care Package clients through the year further contributed to the improved overall result for the year.

David Phillips CA
Chief Financial Officer



Income

- Government operating funding 55%
- Resident operating fees 27%
- Resident capital fees 3%
- Government capital funding 4%
- Investment income and interest 1%
- Other income 10%



Expenditure

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

Bene Board



Dr Antonio Cocchiaro
Chair



Mr Silvio Iadarola
Vice Chair



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



Tina Taddeo
Board Member

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Sunny Traverse
Director of Residential Aged Care



Anne Higginson
Manager Community Services



David Phillips
Chief Financial Officer



Andrew Baggaley
Manager People and Culture



Catherine McGovern
Manager Quality and Clinical Governance



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

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

Bene St Agnes 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

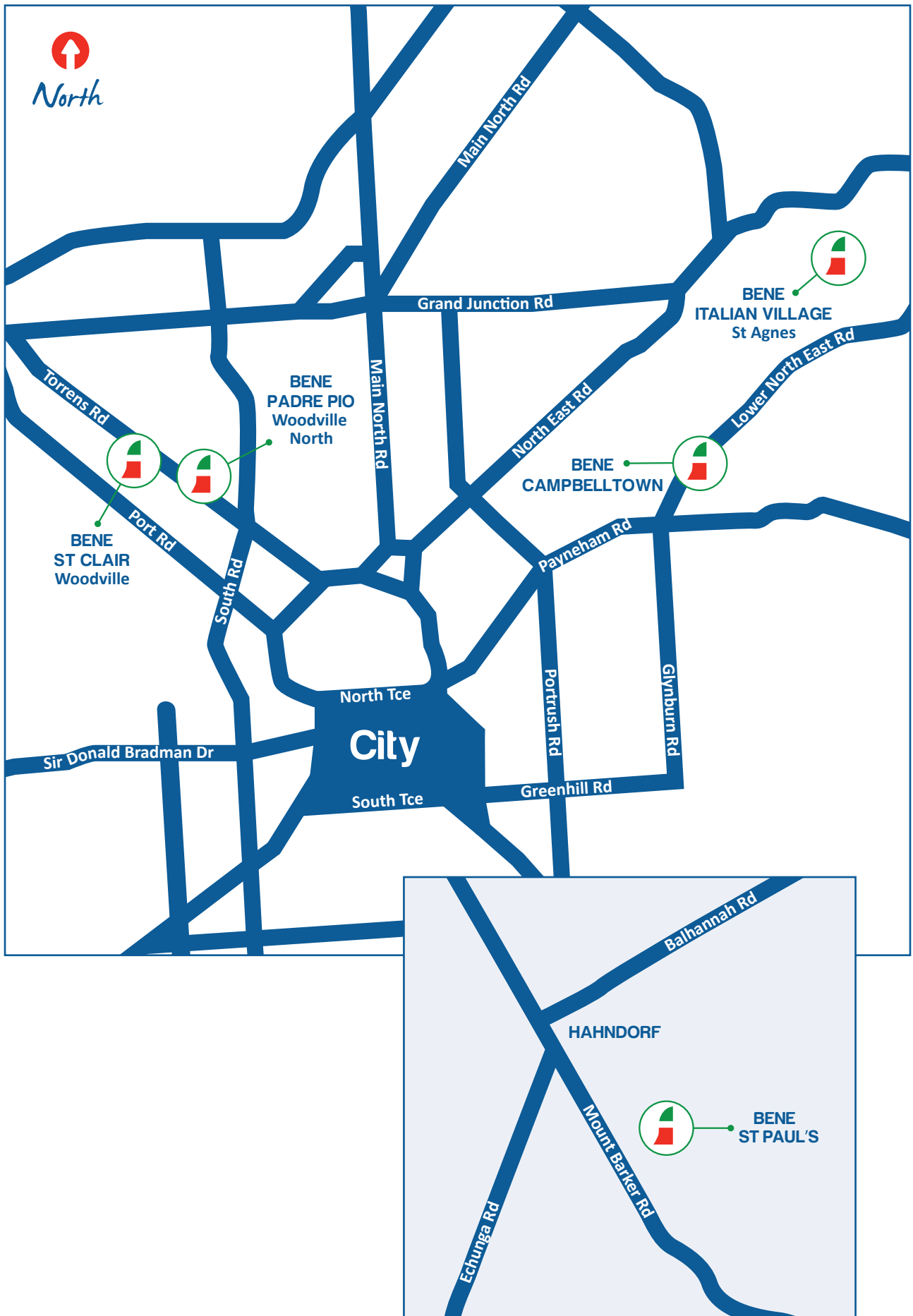
Bene Padre Pio
480 Torrens Road
Woodville North SA 5012
P. 08 8131 2000

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





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