



Annual Report 2023 | 2024

*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 2023/2024

On behalf of Bene Aged Care, I am pleased to again report a successful twelve months since our last AGM in November 2023.

Our role at Bene is to cater to the needs of aged persons 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 St Agnes Italian Village, Campbelltown, St Clair, and St Paul's locations. 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 at or near capacity over the last 12 months. Notably, St Paul's has been fully integrated into Bene and is thriving, a testament to our growth and adaptability. We have gained much positive experience from the 70 independent living units associated with St Paul's.

We are currently planning development options for our Campbelltown and Hahndorf residences. The COVID-19 epidemic and the Federal Government's changes to Aged Care slowed our plans for Campbelltown, and now that we also have Hahndorf, we are looking at the most financially effective way to grow to meet increasing demand at both sites.

The Federal Government's Aged Care changes are still not fully detailed, but we are proactively staying abreast of those changes and will respond accordingly.

In the last year, the Board advertised for and interviewed candidates for board membership. I am pleased to have welcomed Ms Tina Taddeo, with a wealth of accounting and business leadership experience, to our Board and Bene family.

In the last year we also moved our head office to newly refurbished offices in Hutt St Adelaide. I wish to thank our management team, led by Mr Andrew McFarlane, for all their unwavering dedication and professional work. Their efforts have been instrumental in our achievements.

I would also like to extend my sincere thanks to all the board members, with a special mention to Silvio Iadarola, our deputy chair, for their tireless efforts and dedication.

Lastly, I wish to thank our Italian Benevolent Foundation members for their support. As we approach the 50th anniversary of Bene's incorporation, we look forward to celebrating this milestone with you, and are committed to building a strong future through the growth and regeneration of our ageing membership.

Dr Antonio Cocchiaro
Chairman

CEO Report

The 2023/24 financial year has been another positive year for Bene.

In 2025, we will celebrate the 50th year of incorporation as an opportunity to celebrate and reflect on the commitment and endeavour of the South Australian Italian Community in developing and sustaining quality care services at Bene Aged Care.

Now that COVID-19 has receded, we are only experiencing the odd case, unlike during the pandemic's peak. This has improved our capacity to provide:

- community engagement,
- a quality home-like environment
- a positive experience through our residential facilities, home care and retirement living offerings.

The acquisition of St Paul's in Hahndorf 18 months ago continues to be a positive experience, and both the residential facility and the retirement village are operating well.

Bene's home care service continues to grow, and our home care packages now support independent living at home for over 200 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 non-compliance within any areas of the Aged Care Quality and Safety Commission requirements. The Clinical Governance Committee has also provided good clinical oversight, embedding a strong evidence-based action and reporting culture.

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. We are competing against high staff demand and inducements both locally and interstate. Bene continues to recruit staff and review its operating systems to ensure Bene retains the capacity to provide quality care and meet the ever-increasing reporting requirements.

Recently, we have seen the introduction of the new Aged Care Act in Federal Parliament. The Act responds to many of the recommendations of the Aged Care Royal Commission and the Aged Care Task Force. Once the new Act is finalised, it is planned to be operational from 1 July 2025.

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
CEO

People and Culture

As the newest people and culture team member, I am pleased to present the department's annual report. Since joining Bene Aged Care in July 2024 and spending time amongst our operations and residential sites, I am by the high level of employee interactions, engagement, and service offered across our business.

This annual report provides an overview of our people-related activities in key areas such as wellbeing, safety, recruitment, recognition, and engagement, all of which are important to fostering a positive workplace culture.

Over the past year, the people and culture team have navigated a number of challenges and opportunities. As highlighted in last year's annual report, our recruitment strategy supported the implementation of Martian Logic. This dedicated recruitment platform has successfully supported our managers and operations in recruiting new team members.

We also launched several initiatives to improve employee wellness and engagement, including the launch of Teamgage. This tool allows us to capture real-time employee feedback, identify improvement areas, and drive continuous changes across all aspects of our business. Teamgage has been a helpful platform in our strategy to enhance employee engagement and wellness. Over the past year, this is some of the feedback we have gathered from our employees:

“I am feeling like part of the team and am being included and generally feeling like a valued team member.”

“I am grateful and blessed having an excellent manager who cares and supports us in all aspects. I am as well grateful for having coworkers who accept me and greets me with a smile.”

“Recognition of staff has improved.”

“I would like to say my workplace has improved a lot is very clean, we have support from our site manager and my coworkers are excellent. Bene quality has improved.”

“We are a great team and support each other.”

Further, we have strengthened our commitment to maintaining a safe and healthy work environment, implementing additional programs and processes to improve our safety, recovery and return to work outcomes and performance.

Wellness initiatives include:

- Site Consultative Wellbeing Committees enabling communication, cooperation and coordination strategies for wellness and promoting a work life balance
- Reviving our Employee Assistance Program, with our partner Corporate Health Group indicating an increase in participation and improved outcomes
- CBB Salary Packaging program to increase staff participation with salary stretching initiatives
- 71% of staff feel safe and believe work health safety is a priority.

At the heart of our Bene culture is our employees' commitment and hard work. The commitment of our long-serving team members has had a profound and positive impact on achieving our goals. Long-serving employees assist organisations in delivering high-quality work, mentoring newer employees, and contributing to a stable and experienced workforce.

This year, as we celebrate Bene's 50th anniversary, we are proud to recognise employees who have reached significant service milestones:

10+ Years of Service

Location	Employees
Administration	2
Campbelltown	3
St Agnes	27
St Clair	8
St Paul's	6
Community Services	13

15+ Years of Service

Location	Employees
Administration	2
Campbelltown	3
St Agnes	9
St Clair	3
St Paul's	6
Community Services	15

20+ Years of Service

Location	Employees
Administration	1
Campbelltown	5
St Agnes	6
St Clair	1
St Paul's	1
Community Services	3

25+ Years of Service

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

30+ Years of Service

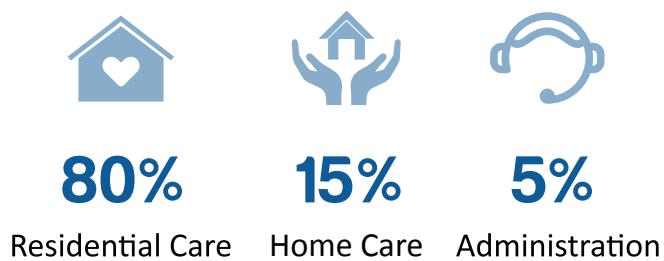
Location	Employees
Administration	1
Campbelltown	2
St Agnes	2
St Clair	0
St Paul's	0
Community Services	0

*Administration includes office-based roles and site based management roles, e.g. Residential Site Manager and Hospitality Manager.

People and Culture



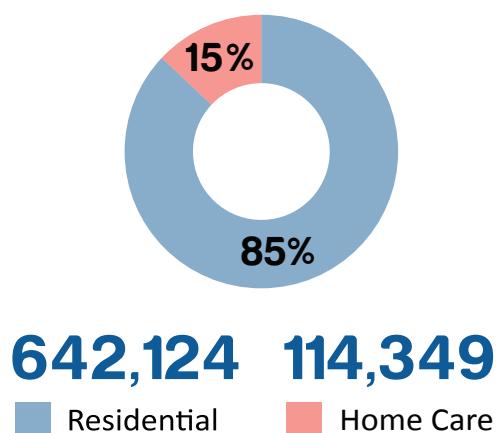
Resourcing



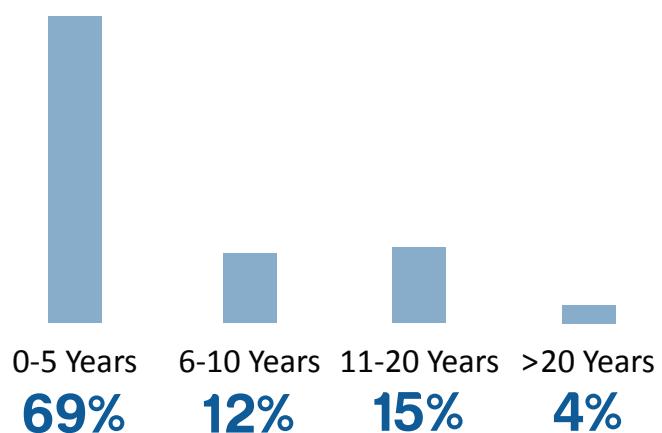
Employee Status



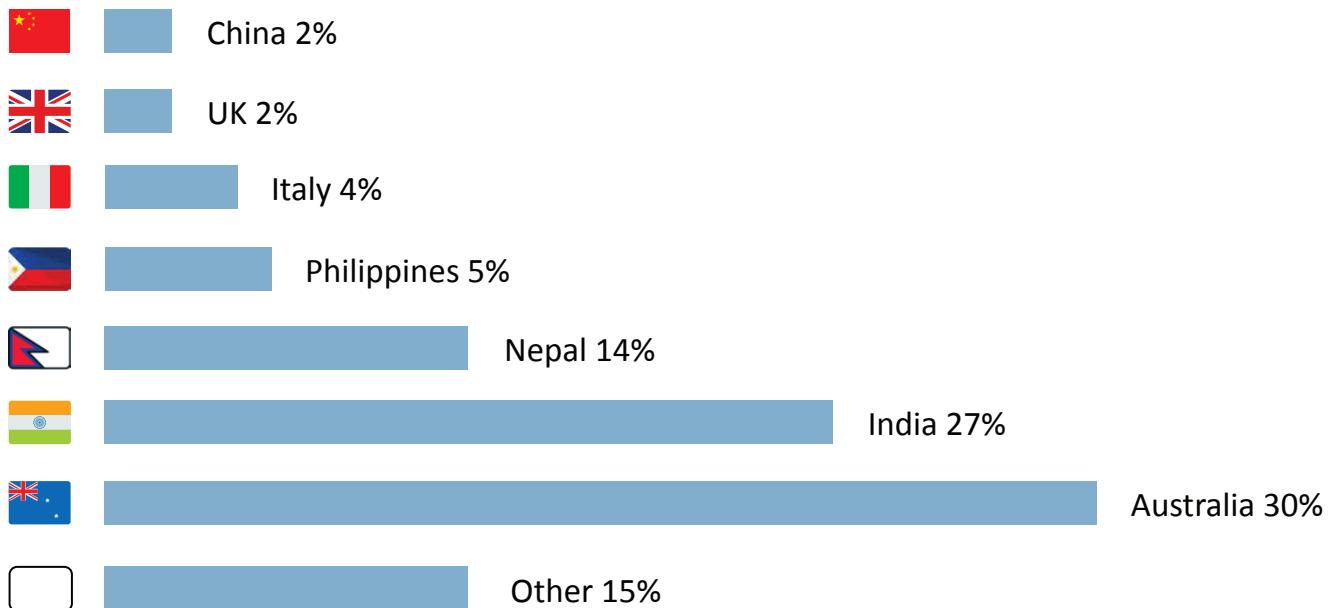
Total Hours of Service



Length of Service

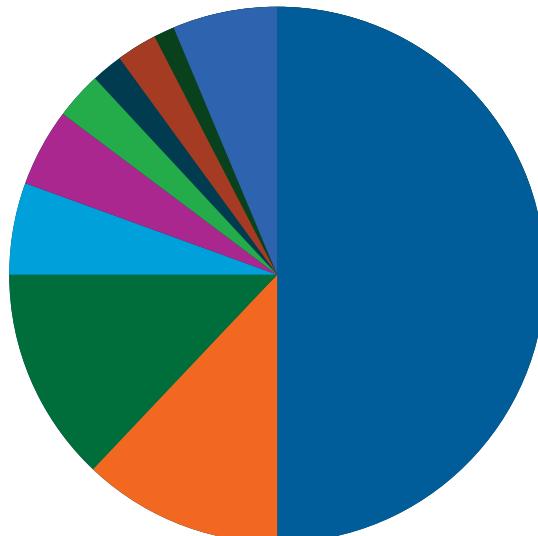


Workforce Country of Birth



First Language

- English (50%)
- Punjabi (13%)
- Nepali (12%)
- Hindi (6%)
- Italian (4%)
- Tagalog (3%)
- Gujaratin (2%)
- Chinese/Mandarin (2%)
- Spanish (1%)
- Other (7%)



On behalf of the People and Culture team, I am excited to continue building on the solid foundation already in place. We will also work collaboratively with Bene's leadership community and the Board to further develop a resilient, agile workforce, driving a culture of recognition, wellness, and safety, enhancing employee engagement and business performance.

Andrew Baggaley
Manager People and Culture



Residential Aged Care

As the world continues to adapt to life alongside COVID-19, we are pleased to share the progress and achievements of the past year. We have successfully navigated the complexities of providing care during a pandemic, and our efforts have been met with positive outcomes. COVID-19 cases have plateaued, and our commitment to stringent infection control practices has ensured the safety and wellbeing of our residents and staff. The relaxation of some restrictions has brought a sense of normality across our residential aged care sites.

Palliative Care

We strive to build strong relationships with the acute sector to enhance our palliative care services for culturally and linguistically diverse populations. This collaborative approach will ensure that the journey is a precious moment shared with family.

Achievements and Accreditation

Bene has maintained high standards, achieving full reaccreditations for all our residential aged care sites. Our compliance with the Aged Care Quality Standards has been consistent, reflecting our dedication to providing exceptional care. The reaccreditation process included rigorous assessments, with our St Paul's, St Clair, Campbelltown, and St Agnes sites all receiving positive feedback and full accreditation. Consumer and representative feedback has been overwhelmingly positive, with many expressing satisfaction with the dignity, respect, and personalised care provided. Our individualised care plans, developed in consultation with residents and their families, ensure that personal and clinical care is tailored to meet each resident's specific needs, goals, and preferences.

Lifestyle Programs and Community Involvement

Our lifestyle programs continue to cater to our residents' diverse interests and cultural backgrounds, particularly those of Italian and European descent. We have offered a wide range of group activities and personalised one-on-one support to ensure everyone finds joy and engagement in their daily lives. To honour the cultural heritage of our Italian and European residents, we have incorporated various cultural elements into our lifestyle programs.

Culinary Excellence

Our commitment to culinary excellence has been recognised, with residents and their families praising our traditional recipes and high-quality meals. The ongoing collaboration with South Australian food icon Rosa Matto has been instrumental in the development of our menus.

Continuous Improvement and Open Disclosure

Our governance framework ensures continuous improvement, with systems in place to gather feedback, manage complaints, and implement changes. The open disclosure process is well understood by staff, and we use feedback to enhance our care and services continuously.

We continue to focus on providing dedicated dementia care tailored to the unique needs of older persons from diverse cultural backgrounds.

New Aged Care Act and Strengthened Standards

Bene is well prepared, and work is already underway for the introduction of the new Aged Care Act. This new Act will outline the rights of older people accessing residential aged care and include a fair, culturally safe single-assessment framework. The new Act will commence on 1 July 2025, subject to parliamentary processes. Alongside the new Act, strengthened Quality Standards will be introduced to deliver a better aged care experience for the sector. Bene is committed to implementing these changes to enhance the quality of care we provide.

Conclusion

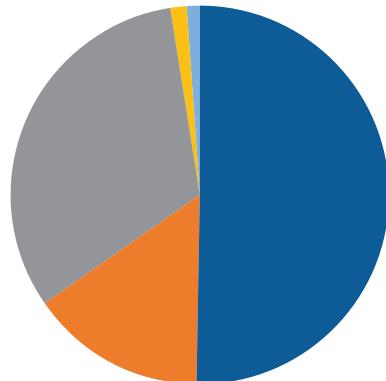
As we look ahead, we are excited to bring back events and celebrations that strengthen our community bonds. Our dedicated staff, volunteers, and supportive families have been pivotal in our journey of resilience and progress. Together, we remain committed to providing exceptional care and creating a vibrant community where every individual thrives.

Sunny Traverse
Director of Residential Aged Care

Residential Care Customers

Country of Birth

- Italy 50.4%
- Other European Countries 15.0%
- Australia 32.2%
- Unknown/Other 1.4%
- Asia 1.0%



92.6%

Occupancy



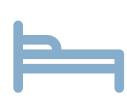
86

Average Age



2.3

Average Years of Stay



49

Average Days in Respite Stay



512

Bene offer 332 residential aged care places



414,563

Meals Prepared



61%

Female



39%

Male



Community Services

Over the past year, Bene's Community Services team has successfully accomplished the goals we set in 2023 to enhance our back-office business processes, improve efficiency, and provide a better experience for our clients, their families, and our staff. The implementation of AlayaCare software has streamlined our operations, enabling us to respond to client enquiries more quickly and effectively.

Our new client communication system, which is designed to allow clients and their families to easily contact us through a dedicated Bene app, has been widely embraced. This improvement offers a convenient way to access scheduling information while still providing the option to speak directly with our team, ensuring all preferences are accommodated.

With the impacts of COVID-19 becoming part of our normal operations, our teams have focused on continuously refining our service delivery to maintain high levels of service quality. In addition, the introduction of Complispace has been instrumental in supporting our policies, procedures, and staff training. This tool now serves as our incident

management system, providing improved reporting, monitoring, and management of incidents across community services.

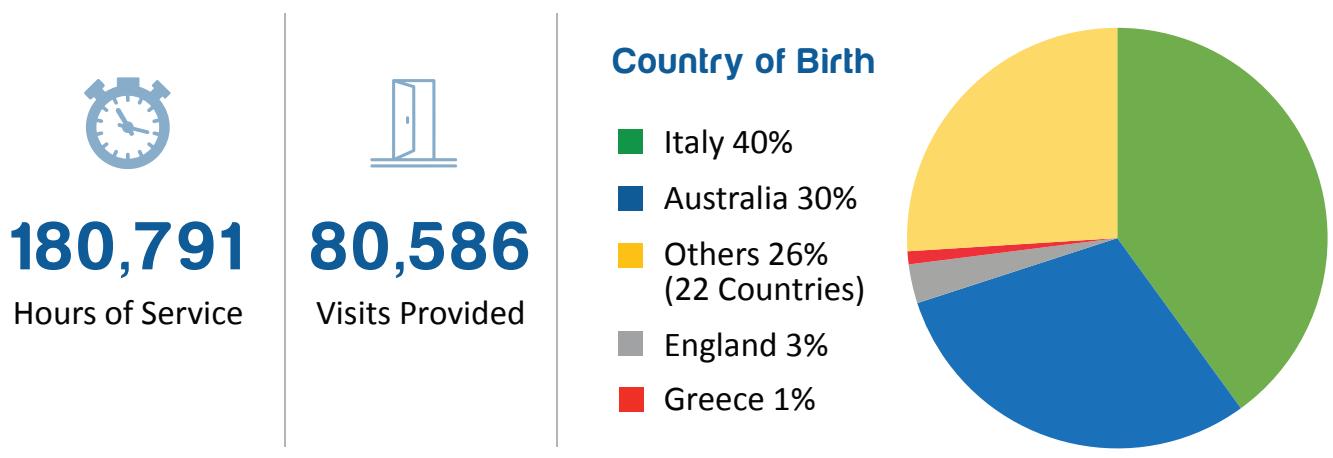
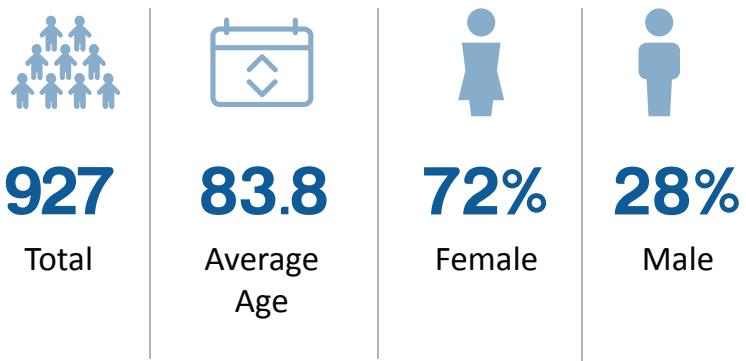
Building on these successes, we are now aligning our processes to meet the requirements of the proposed new Aged Care Act and the introduction of the new Support at Home program in 2025. We have been actively working to ensure all our practices comply with the Aged Care Quality Standards and enhance our clinical oversight of the clients we care for at home.

This ongoing focus on improving systems and processes lays a strong foundation for the future. We are committed to expanding Bene's service offerings and delivering high-quality, person-centred care that keeps our clients connected, supported, and independent in their homes.

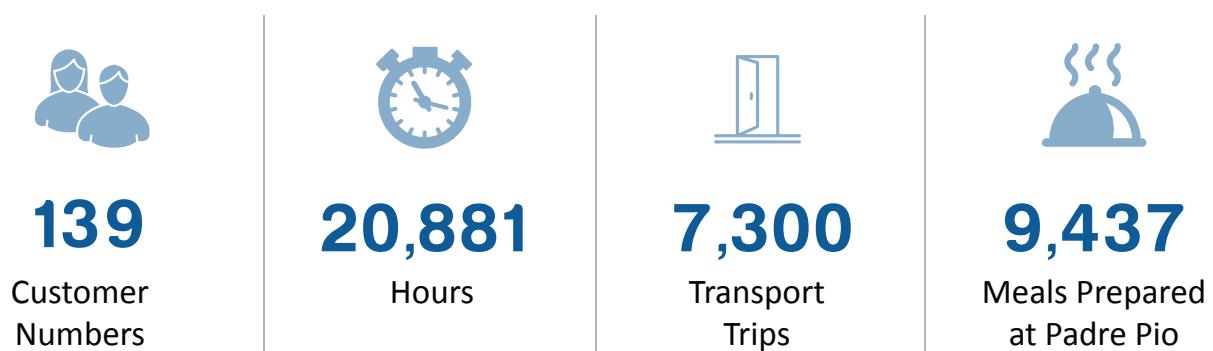
A heartfelt thank you to all Bene staff and volunteers who continue to work tirelessly to ensure the best possible support for our clients. Your dedication is truly valued and appreciated.

Anne Higginson
Manager Community Services

Community Services Clients



Bene Vita Lifestyle & Wellness





Financial Report

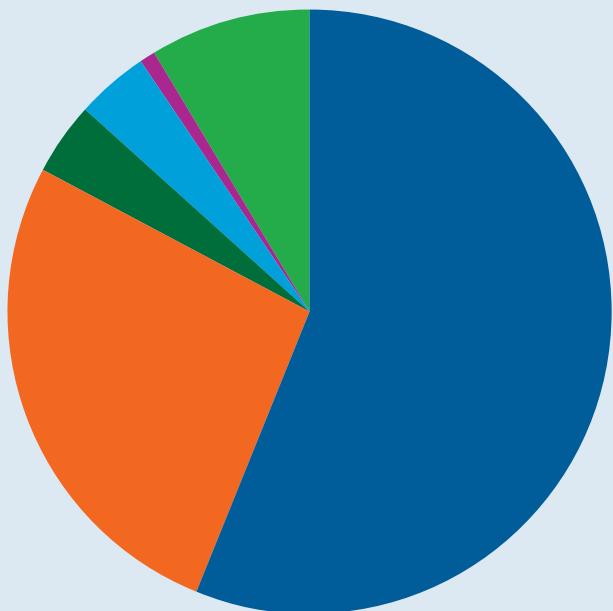
Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended 30 June	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Total Income	60,863	40,770	37,905	36,080	34,052	34,053	32,908	32,064	31,688	33,572
Total Expenditure	60,524	42,189	38,253	34,622	33,143	32,013	31,215	30,309	28,788	28,999
Surplus/Deficit	339	(1,419)	(348)	1,458	909	2,040	1,693	1,755	2,900	4,573
Total Assets	126,444	138,174	107,220	109,808	101,486	108,029	95,028	85,746	73,716	63,914
Net Assets	47,843	47,339	55,246	55,594	54,136	53,226	51,158	49,492	42,046	38,007

Italian Benevolent Foundation SA Incorporated reported a surplus EBITDA (Earnings before interest, tax and depreciation) of \$1,395,316 for the year ending 30 June 2024, which compares favourably with the deficit of (\$1,205,989) for the previous financial year. The overall Operating performance resulted in a surplus of \$339,117 for 2024 compared to the deficit in 2023 (\$1,417,940).

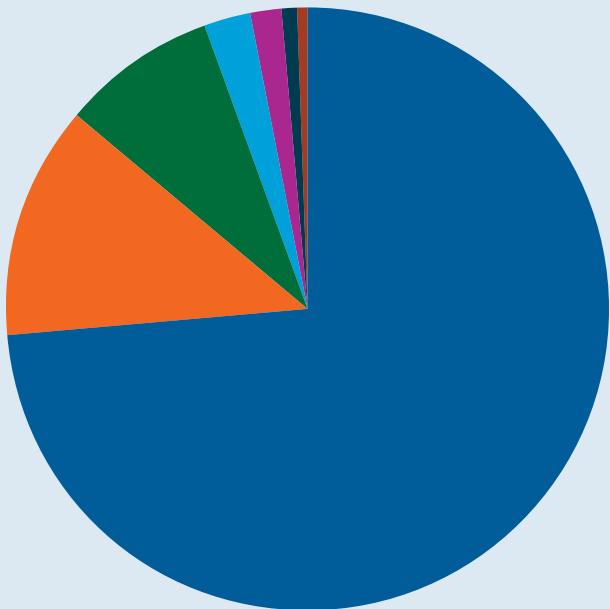
The impact from the COVID-19 pandemic was reduced during the 2023-24 financial year with all the Residential Aged Care sites experiencing increased occupancy and reduced staffing and medical costs associated with the outbreaks.

The diversification of revenue sources was improved in 2024 through a combination of the acquisition in April 2023 of St Paul's Lutheran Homes Hahndorf, which comprised 70 independent living units, and the continued growth in Home Care Package consumers, resulting in a 23% increase in non-Residential Aged Care revenue for the year.



Income

- Government Operating Funding (56.2%)
- Resident Operating Fees (26.7%)
- Resident Capital Fees (4%)
- Government Capital Funding (3.8%)
- Investment Income & Interest (0.8%)
- Other Income (8.5%)



Expenditure

- Employee Expenses (73.8%)
- Administration (12.5%)
- Food, housekeeping and medical (8.3%)
- Repairs and maintenance (2.6%)
- Depreciation & Loss on revaluation (1.5%)
- Energy (1%)
- Other expenses (0.3%)



Bene Board



Dr Antonio Cocchiaro
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



Tina Taddeo
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



Andrew Baggaley
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 8380 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

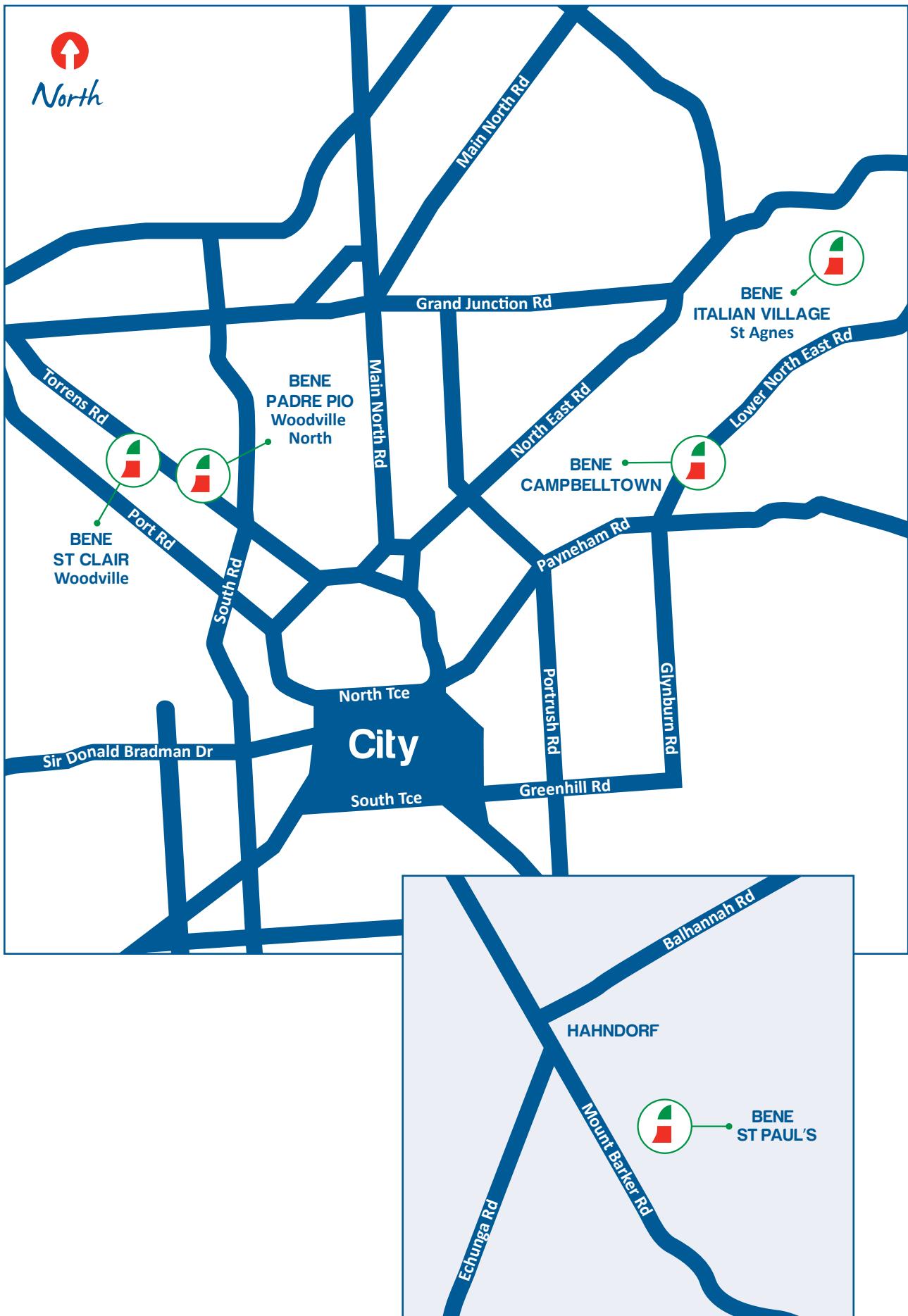
Lifestyle & Wellness Centres

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





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