



 **Bene**

ANNUAL REPORT 2016 | 2017

The Bene logo consists of a stylized white 'B' icon followed by the word 'Bene' in a white, sans-serif font, all set against a dark blue background.

The essence of Italian Style is the joy of sharing:
sharing love, sharing music, sharing food,
sharing care, sharing the best of life,
regardless of where you're from.

Italian-Style

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Bene: a new name with 40 years experience.



Chairman & Chief Executive Officer

The 2016/2017 financial year continued to be another strong year for Bene Aged Care (Bene) with a turnover of \$32 million providing a surplus of \$1.755m and a \$7.445m increase in our net assets to \$49.491m. All of our service operations maintained full accreditation through the financial year.

The changes to the Community Care funding and deregulation of Home Care Packages by the Commonwealth Government in February 2017 has had a major impact on the industry. This has provided clients with more choice and competition with many new providers entering the Home Care market. For Bene, this has resulted in staff redundancies due to a restructure and re-alignment of our Community Care business model in line with the funding and service delivery changes.

Bene currently employs over 450 employees and 200 volunteers in South Australia providing care to 254 residential care clients and to over 1,000 home and community care clients.

Bene continues to invest in both online and offline training and development of our staff to complement our objective of continuous improvement in the delivery of care services.

It was with sadness that we accepted the resignation of Dr John Caruso and Dr Armando Matto from the Board in April 2017. Both doctors have tirelessly served the Board and Organisation for over 30 years and their contribution and guidance will be sorely missed.

The Board of Management, Executive Management, staff, volunteers and fundraisers are to be congratulated for their ongoing commitment to Bene Aged Care in delivery of quality care to our residents and clients.

We look forward to another great year ahead enhancing and growing our quality care services to our community.

Bene's Highlights for 2016/2017

- Bene St Clair Residential Aged Care undertook an accreditation conducted by the Australian Aged Care Quality Agency in April 2017 and achieved all 44 standards and passed accreditation for the next three years.
- Bene Aged Care undertook a major refurbishment and fitout of the new Padre Pio building located at 480 Torrens Road Woodville North completed in August 2017.
- 30 Home Care packages operated by Bene Aged Care on behalf of Aboriginal Community Services were transferred back to Aboriginal Communities Services when they achieved Approved Provider Status in late 2016.
- Bene Aged Care became a member of the SA Innovation Hub in October 2016. The Hub currently consists of 12 SA not-for-profit aged care provider members. The Hub evolved to include Continuous Quality Improvement, Customer Engagement, Governance and Leadership Development. The Hub is also working towards a project regarding Health in the Aged Care Sector. Members of the SA Innovation Hub (as well as their teams) join together to collaborate and share knowledge as well as implement new ideas into the industry.

Marie Alvino
Chair

Andrew McFarlane
Chief Executive Officer



Residential Aged Care Services

The 2016/17 financial year has been a busy one for Bene Aged Care Residential Services.

New clinical management personnel Louisa Broadstock and Deanne Waack at St Clair and Kathy Smith at The Italian Village were engaged bringing a passion for resident focused clinical care that includes emotional support for our resident and their families. Nigel Jones our new Hospitality Services Manager is now working closely with clinical and care staff with a combined focus on improving the dining experience.

Our three residential sites continue to face some workforce issues and we continue to focus on recruiting quality employees with expert support from our HR Team. Applicants with an Italian speaking background continue

to be sought. We have seen a slightly higher rate of vacancies since the changes to the new fee and payment arrangements for accommodation and Aged Care Services.

Throughout the year we had regular announced and unannounced visits from the Australian Aged Care Quality Agency across all three sites. 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.

The average age of our residents is tabled below:

Average Age of Residents

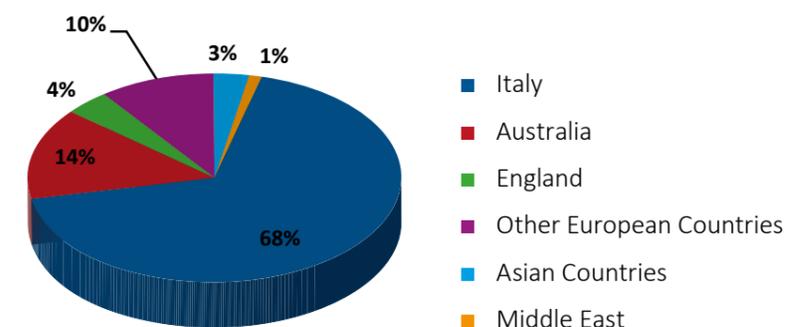
Bene St Clair	Campbelltown	The Italian Village	Organisational
84 years	87 years	86 years	85.6 years

Two residents at the Italian Village are Centenarians.

The Aged Care Recipient mix at Bene Aged Care remains predominately Italian with many

Culturally and Linguistically Diverse (CALD) care recipient backgrounds. Snapshot:

Country of Birth





Some of the Residential Projects undertaken in 2016/2017 were:

Supporting New Health Professionals

Bene Aged Care welcomes students to our sites for placement during their study programs. The students range from those studying to be care workers right through to University students completing bachelor studies.

In August 2016 –Social Work Students from UniSA were placed across Bene sites, which proved a positive experience for all parties. Social Work Students provided an additional resource for care recipients, their families and staff for both emotional and social support. The students were able to connect with all parties as they explored cultural diversity within Residential Aged Care. We have received much positive feedback from these students about the support they have been given and often they become our employees.

Staff Newsletter

A staff newsletter was introduced at our Bene St Clair site and was so well received it has been adopted at all of our residential sites. This provides improved communication with staff, providing pictures, good news stories, compliments and feedback. These publications have also been successfully used as a way to teach employees some basic Italian phrases.

Dementia Information Evening

Senior clinical staff and two trainers from Alzheimers Association presented an information evening to 20 relatives and advocates in June 2017 at The Italian Village.

Families were given valuable information on what to expect when their loved one transitions to an unfamiliar environment and some ideas about providing emotional support throughout the dementia journey.

Bene Bambino's

Months of planning for an Intergenerational Playgroup in collaboration with Playgroup SA reached fruition and the very first session was held on the 3rd August 2017. The sessions will continue fortnightly as a pilot project at The Italian Village. The intergenerational connection is immediate and very heart-warming at these sessions.

Changing the look and feel of Bene St Clair

Led by a dynamic new management team, our dedicated employees continue to drive the delivery of care to a high standard.

Italian-Style care has been promoted with the goal to ensure care recipients' and their families felt engaged and cared for both physically and emotionally, ensuring a good experience at St Clair that helps us continue to build our reputation within the Western suburbs.

Interior Designer, Chelsea Miller assisted with refurbishment of the site as part of a plan to improve the ambience and provide a welcoming feel, enticing prospective clients by adding more 'warmth' and a more homely living environment.

Staying true to our cultural influences

In December each year Bene Aged Care holds the Feast of the Immaculate Conception and in June, the Feast of St Anthony. Both the feasts are very well supported by Residents, families, members of the public and government representatives. Many Bene volunteers and employees give their time to assist with these functions and our catering team never fail to provide a delicious meal. Residents from all sites are invited to attend.

Volunteers

Bene's Volunteer Program has approximately 200 active people volunteering across our organisation providing significant and much appreciated support to the people in our care and to our staff. Bene receives 30 to 40 expressions of interest in volunteer positions every month and we have a great track record in volunteers gaining employment. Roles include Hospitality, Lifestyle, Transportation, Community Visiting scheme providing social support and companionship, events, fundraising, pronto phone support to community clients at home, social or medical outings, music, art, Be Connected IT for elderly and more.

Intergenerational programs, consisting of preschool children (Bene Bambini's) were held at The Italian Village. This was supported by Volunteers bringing residents to the group for some fun and cheeky smiles.

Intergenerational programs where middle school students from both mainstream schools and English as a second language schools attended the St Clair home to gain experience in aged care working with our residents.

In Community Services, school student's placements came from St Mary's College, Golden Grove High, Banksia Park International School, St Ignatius College, Rostrevor College, Gleeson College and CBC. These students choose Bene Aged Care to do their one week placement in our programs and homes.

Several businesses selected Bene Aged Care to send their staff for two days of community service in our community programs and homes.

We are delighted that our Bene volunteers won the COASIT annual appreciation and excellence awards for SA. Genoveffa Paradiso (93 years) won the major award for volunteering to Bene in church services at The Italian Village. Vivienne De Sanctis, Esterina Quarantiello and Flavia De Pasquale won longest service to Bene awards and altogether 19 Bene volunteers won awards for their services to our Community.

During the annual Volunteers Week, an appreciation dinner has held at the Marche Club for 200 volunteers which was supported by staff and management.

Community Care

The delivery of a quality service has never meant as much as it does today in aged care. More discerning customers in an increasingly competitive market is now further impacted by the 2017 implementation of the aged care reforms. Bene like most approved providers has continued to invest in the future and spent much of this year reviewing its business and operating models, making changes to suit this new environment. Our objectives during this review period has been to identify and define an innovative service model.

During this financial year the Community Care sector saw further rollouts and implementation of the reform agenda of the 'Aged Care Road Map'. Of particular significance were the changes to the 'In Home Care' package funding whereby providers are now funded only for the services engaged, the cessation of the 'Aged Care Approvals Round' (the previous means where providers applied for and received certain package(s) allocations by regions) and importantly any vacant packages as at February 2017 were returned to the Commonwealth Government.

The community services client saw a change to the assessment and access to services process with a priority based assessment and approval pathway, referral numbering and consumer direct funding and choice of the service provider. This has resulted in a truly consumer driven focus and increased competition in the market with barriers to approved provider status being diminished with multiple new operators in the sector.

These changes and deregulation has greatly impacted the providers and Bene Aged Care has embarked on the largest singular change to its marketing, service delivery, personnel platform, skills and systems environment in its 40+ year history. Major change has occurred in the service streams to one of a consumer awareness and service optimisation approach. The finalisation of its internal reforms during the latter part of 2017 will see further enhancement of the support worker connection, a move to therapy assistance capacity leveraging the health and a reablement approach, tailored consumer support by designated individual Case Managers and behind the scenes co-ordination

increasing response times and product/ service scope. Our Brand awareness has increased due to our television advertising campaign as well as metropolitan billboard (public transport shelter) and other media exposure.

This year also saw the return of Bene's Indigenous Community care packages that we were holding and providing care in trust, back to Aboriginal Community Services.

During all this change, Bene Aged Care continued to provide its services to over 1,000 people across In Home Care, the Commonwealth Home Support Programs (7 centre based activity locations across broader metropolitan Adelaide) and respite for working carers. Additionally our community portfolio assisted 188 Veterans with care, community connection and social inclusion.

Bene's Benessere (wellbeing) project continues to support consumers with the focus on wellness, reablement and restorative care and this program will expand into a purpose built exercise/ gymnasium centre in the newly acquired facility at Woodville North. This state of the art equipment comes from Europe, has smart interactive technology capability and was acquired via a co-funding by Bene and a State based community grant. With support from our trained staff and allied health professionals it is designed to facilitate the physical strengthening and rehabilitation aspects of aged care either by individual or group based sessions.

We continue to support our consumers and rely on their feedback to assist us in evolving and improving our service. We appreciate the overwhelmingly favourable response to the care given by our dedicated personnel.



Quality

Our Quality System is supported by the Board of Management who are committed to the ongoing process of continuous improvement and best practice outcomes for our residents and clientele.

Our Quality System and Continuous Improvement process are designed and reviewed to determine whether activities and related results conform to the generally accepted outcomes of the Aged Care Standards and comply with Legislation and Regulations.

These process and activities are implemented ensuring the care/service we deliver is safe and most importantly resident/consumer focused.



Accreditation

Accreditation and Assessment activity for 2016/17 included;

St Clair

St Clair facility was assessed by the Australian Aged Care Quality Agency in April 2017 against the Aged Care Standards.

Our continual improvement of systems and processes resulted in St Clair meeting all the 44 expected outcomes and passing accreditation for the next three years with positive mention.

Campbelltown

Campbelltown will be having a full accreditation assessment from Australian Aged Care Quality Agency in December 2017.

The Italian Village

The Italian Village had an announced support visit from the Australian Aged Care Quality Agency on 11/4/17.

The expected outcomes assessed were met.

The Italian Village will be having a full accreditation assessment from Australian Aged Care Quality Agency in December 2018.

Customer Satisfaction

Bene values feedback from residents, consumers, families and other stakeholders to improve our services. We are committed to responding to all feedback in a constructive, non judgemental, positive and harmonious manner.

We continue to achieve outstanding consumer satisfaction results through surveys. The 2016/2017 survey for residential care and community services indicate;

- 94.54% of residents/representatives in the Bene Aged Care facilities were satisfied with the service provided.
- 93.02% of consumers receiving community services were satisfied that the service is meeting their expectations.

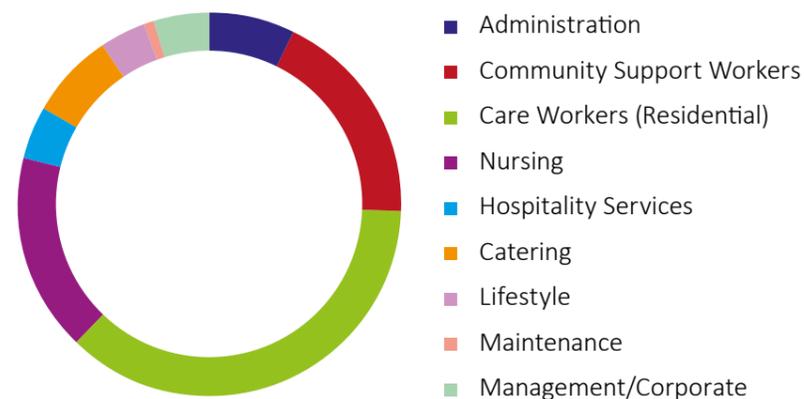


Human Resources

At Bene Aged Care, we recognise that our ability to provide continuous quality care to our clients and residents is dependant on the recruitment and retention of a sufficiently skilled workforce that share in our vision and mission.

As evidenced by the chart below, Care Workers and Community Support Workers form greater than 50% of the workforce at Bene Aged Care and this cohort of workers remain the most difficult to attract and retain.

Occupational Groups



The past year has proven both productive and challenging for the human resources team in the areas of recruitment and retention. A total of 109 new employees joined the Bene Aged Care team, however retention of staff within the aged care sector as a whole remains an issue, and we saw 119 employees depart the organisation. In conjunction with managers, the human resources team has worked diligently, and will continue to review and improve our recruitment and on-boarding processes, as well as monitor trends and glean important data from staff who are departing our employ via our Exit Interview/Survey.

In response to feedback, this year we adopted an extended format for mandatory training, which has been well received by staff in both residential and community services. This format is expected to continue next year, with some of the topics being substituted and refreshed. We continued to supplement face to face training with the Aged Care Online modules, with completion rates remaining high compared to our industry counterparts.

A notable achievement during the 2016/2017 financial year was the phasing out of paper based timesheets for community services staff, resulting in a significant reduction in payroll processing time.

Bene conducted its annual staff satisfaction survey with pleasing results and improvements in overall satisfaction of staff and high quality of service to clients and residents. These averaged across all areas from 65% to 92% and we continue to work on areas of communication and commitment to training and development of our staff.

Additionally, as part of this process Bene carried out a whole of organisation staff Safety and Injury Management survey which resulted in very satisfactory results in knowledge of policy and procedure 93%, safety as an organisation priority 85% and the ability to approach management and resolve issues at 92%. Bene continues to work on feedback across all of WHS.

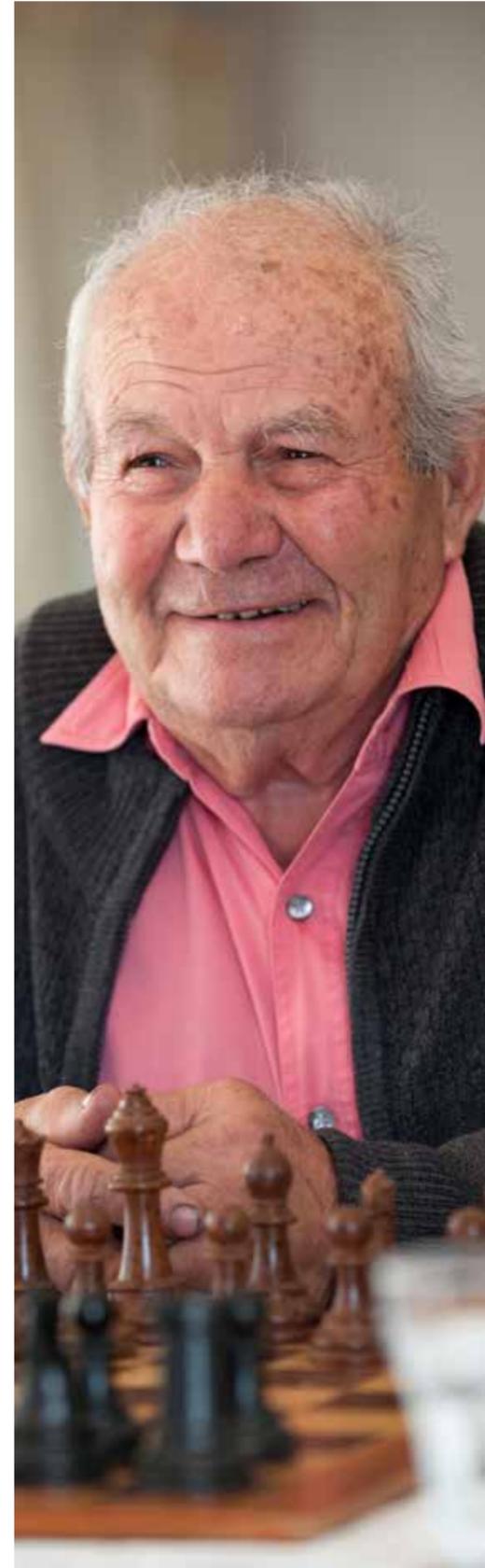
Our continued good work and pro-active approach to injury management and return to work resulted in a further decrease in work place injury to 3 cases.

2016/2017 also saw the promotion of Elli Kollias to the executive position of Manager – People and Performance which leads and oversees the entire Human Resource department.

Residential recruitment included the establishment of the new care management team at St Clair with the engagement of Louisa Broadstock (Residential Care Manager) and Deanne Waak (Clinical Nurse) bringing a great depth of experience and ability to the organisation.

Our organisational orientation/induction sessions continue to evolve with an emphasis on what it means to work with Bene, its values, person centred care, the changing aged care environment and what is “Italian Style” in practice.

Bene’s ongoing commitment to training and professional development achieved a 98% participation rate with its online training platform Aged Care Channel (ACC) which is in the highest national category across the sector.



Hospitality Services

The provision of hospitality services have undergone a thorough review since the start of 2017.

The purpose of the review was to optimise service alignment between our three residential aged care sites. This will give us the knowledge and structures required to carry out the provision of best practice service arrangements for our residents, staff and clients.

A new menu was introduced at St Clair which meets the Australian dietary guidelines and has been well received by our residents. To support the enablement of improved food choices, the St Clair kitchen purchased new equipment to provide staff the resources to enable an optimum meal service. We are currently in the planning stage of providing a direct meal service from the serveries' in dining rooms. This will provide an improved customer experience to our residents at St Clair.

New menus have now been written for The Italian Village and Campbelltown sites. Once the dietitian's report has been received, the menus will commence. The Italian Village kitchen has purchased new equipment to support the production and cooking of certain menu choices.

The Italian Village catering department has played a pivotal role in the ongoing service of catering for functions/feast events this year. Volunteer orientation and training has assisted in the event days running smoothly, staff and volunteers have collaborated to make these events a success.

Food services for our Community clients at The Italian Village is meeting the clients' needs and providing positive feedback on a daily basis.

The central laundry at The Italian Village has undergone some changes to meet the requirements of the service in providing

laundered linen to the three sites and community centres. The major purchase of replacement washer/extractors and industrial dryers have assisted in providing an optimum laundered product for our residents.

Environmental cleaning has been reviewed at all sites, daily and weekly cleaning of resident rooms and supporting areas of the facilities is now being undertaken under ongoing evaluation of practices and procedures. The implementation of a microfibre cleaning system will be in place at the Campbelltown site in the month of October 2017 with the supply of new products and staff training to assist in providing improved results for the residents living environment at our homes. The Italian Village and St Clair sites will follow to provide an aligned service throughout residential aged care facilities.

St Clair and The Italian Village sites have undertaken their annual food safety audits. Both sites met the required criteria in regards to food safety, and have received the maximum 12 month certification for the process and production of foods to our residents and clients.

All staff and volunteers have or will receive specific food safety education, along with food safety training as per Aged Care Channel staff learning requirements. All catering staff have received textured modified foods training from an external provider this year. The catering departments and the central laundry now have computer access to provide better internal communication systems.

An evaluation of current providers of goods and services is being undertaken to assist in the provision of sound business practices, optimal food standard and competitive pricing. Current products and pricing are being measured against other industry suppliers, to ensure a confidence in the purchasing of quality product at the right price.

Property and Maintenance Services

The standout activity for 2016/2017 was Bene's redevelopment of its new two storey facility at 480 Torrens Road, Woodville North. This building underwent an \$800,000 upgrade to refurbish a multiple tenancy, open plan environment into a purpose built Community Services support office and Community Centre based activity facility, including specialised exercise room and gym equipment for the aged, specialised catering and organisational training facilities.

This new building will become the home for Bene Community office operations, relocating from 186 Glynburn Road, Tranmere and our Community Home Support programs (Padre Pio) from Renown Park and other satellite suburbs. The relocation and opening is scheduled to be completed by late September 2017.

Unfortunately Bene could not avoid the power supply issues that have affected South Australia this year with significant periods of power outages requiring our back up processes and increased staff resourcing. Thankfully only minor inconvenience was experienced by our residents thanks to the resourceful work

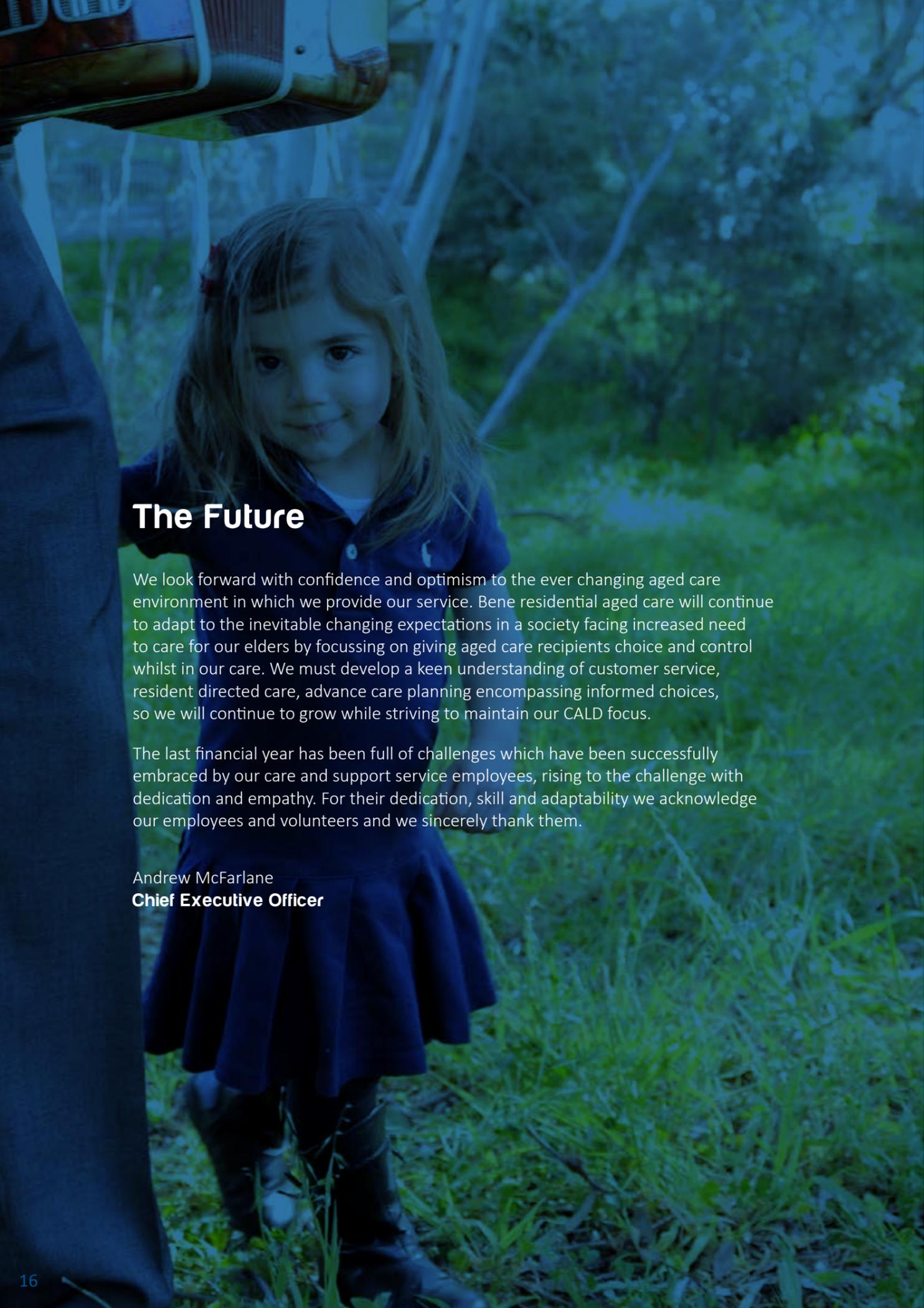
of our Bene personnel. With our ongoing concerns around power supply security and increases in power costs, Bene has undertaken an evaluation of self-generation of emergency power for such occurrences and additionally the provision of solar energy. These initiatives are in the advanced stages of development at St Agnes and will occur late in 2017.

Major works undertaken this year include an internal facelift at St Clair including flooring replacement, painting and furniture and fittings. The Italian Village and Campbelltown saw a full upgrade of Thermostatic mixing valves.

Triennial fire inspections were successfully carried out at The Italian Village and Campbelltown. Heritage approved repairs to exterior balustrades at St Clair as well as backfilling works to an unrecorded water well that formed a minor sink hole in the St Clair car park.

The Maintenance team continue to assist in the heavy lifting of all logistics associated with Bene operations including outside events such as Carnevale, external archiving and relocations.





The Future

We look forward with confidence and optimism to the ever changing aged care environment in which we provide our service. Bene residential aged care will continue to adapt to the inevitable changing expectations in a society facing increased need to care for our elders by focussing on giving aged care recipients choice and control whilst in our care. We must develop a keen understanding of customer service, resident directed care, advance care planning encompassing informed choices, so we will continue to grow while striving to maintain our CALD focus.

The last financial year has been full of challenges which have been successfully embraced by our care and support service employees, rising to the challenge with dedication and empathy. For their dedication, skill and adaptability we acknowledge our employees and volunteers and we sincerely thank them.

Andrew McFarlane
Chief Executive Officer

Financial Report

Financial Report

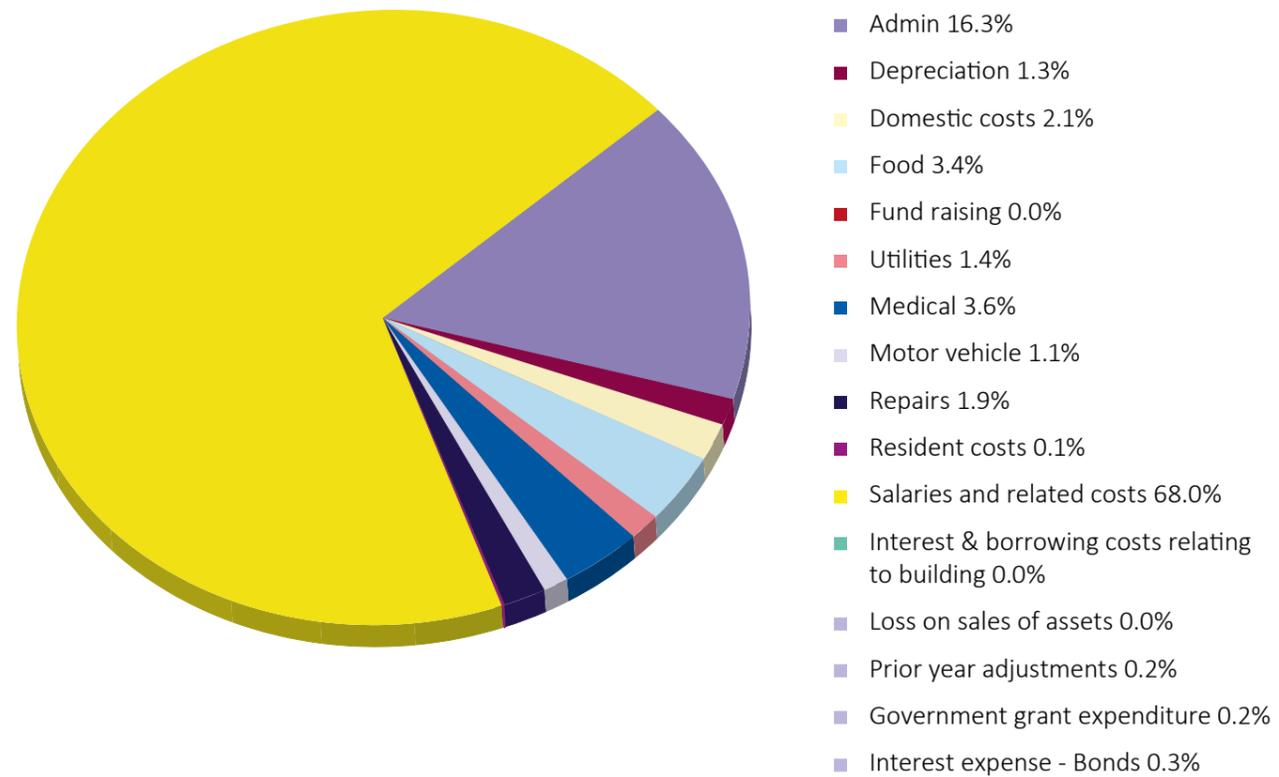
Italian Benevolent Foundation SA Incorporated reported a positive EBITDA (earnings before interest, tax and depreciation) of \$2,235,224 surplus for the year ending 30 June 2017 (2016 surplus \$3,357,986). The overall performance resulted in a surplus of \$4,445,561 for 2017 (2016 surplus \$4,039,249).

The year consisted of the following major events:

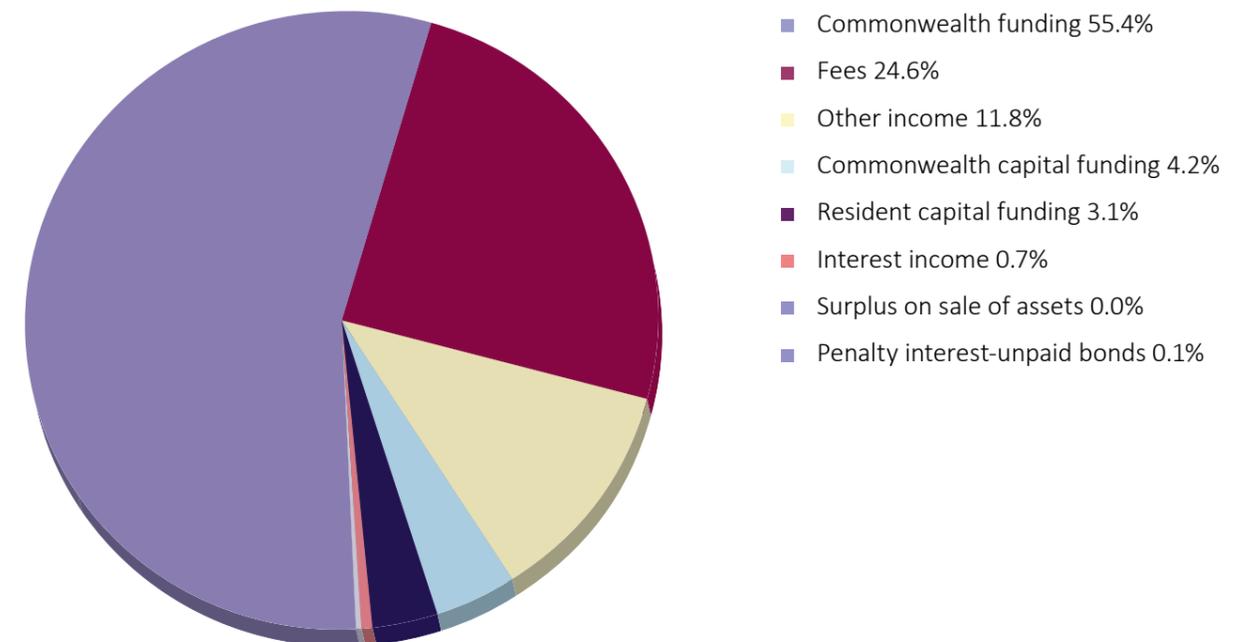
- Bene St Agnes valuation in June 2017 provided an increase in valuation of the site of \$5,690,468.
- 2016/2017 had the impact of the new de-regulation of Home Care packages effective from 27 February 2017. This reduced the number of Home Care packages and resultant impact on Home Care revenue.



Expenditure

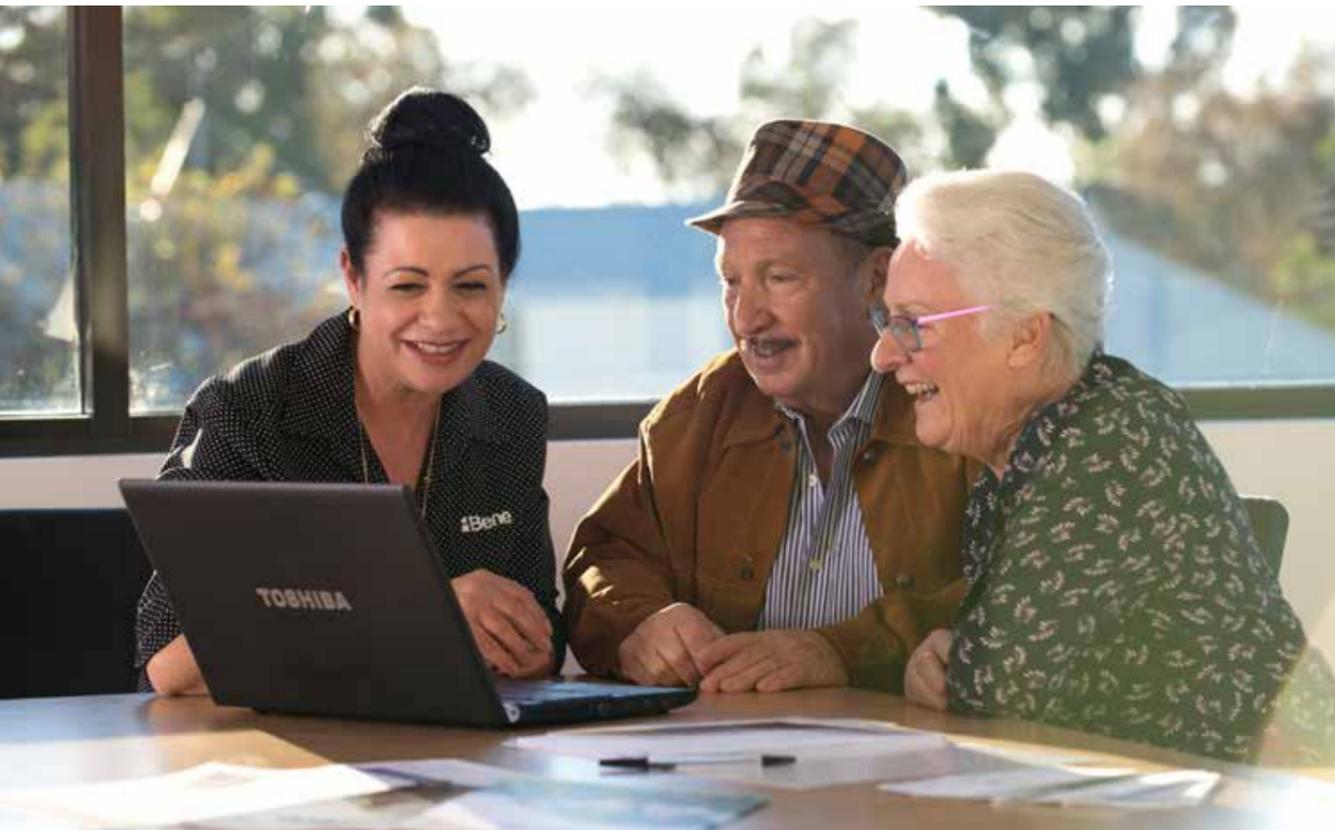


Revenue



Italian Benevolent Foundation SA Incorporated (Bene) - Financial Comparatives

Year Ended	30/06/17	30/06/16	30/06/15	30/06/14	30/06/13	30/06/12	30/06/11	30/06/10	30/06/09	30/06/08	30/06/07	30/06/06	30/06/05	30/06/04	30/06/03	30/06/02	30/06/01	30/06/00
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Total Operating Income	32,064	31,688	33,572	26,722	24,101	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
Total Salary & Wages	20,600	19,973	20,511	20,532	19,285	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
Surplus/(Deficit)	1,755	2,900	4,573	814	(389)	785	1,368	624	671	855	3,583	(106)	(1,915)	957	392	(683)	561	548
Total Assets	85,746	73,716	63,914	63,155	51,951	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
Net Assets	49,492	42,046	38,007	33,434	22,851	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
Residential Aged Care places	254	254	254	282	282	232	238	238	238	238	238	233	233	233	168	168	168	168
Community Aged Care Packages	108	188	188	180	166	166	141	141	141	131	131	121	101	101	71	71	71	71
Extended Aged Care at Home	27	27	27	27	27	27	17	17	17	12	12	5	5	5				
National Respite for Carers Programme Clients	79	79	79	79														
Community Programs-Other	7	7	7	7	10	10	11	11	11	11	11	7	3	3	2	1		



Bene Board



Ms Marie Alvino
Chairman



Mr Silvio Iadarola
Vice Chairman



Mr Ray Ravalico
Co-Secretary



Dr Mario Giordano
Co-Secretary



Mr Antonio Dottore
Treasurer



Dr John Caruso
Vice Chairman
Resigned April 2017



Dr Armando Matto
Board Member
Resigned April 2017



Dr Carmine De Pasquale
Board Member



Ms Anna McNair
Board Member



Mr Ernie Sorgini
Board Member



Mr Ben Battiste
Board Member

Executive Management Team



Andrew McFarlane
Chief Executive Officer



Allan Mitchell
General Manager



Ruth Ryan
**Director of Residential
Aged Care**



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 aged care

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 8445 2745

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

Community aged care

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

General enquiries

480 Torrens Road,
 Woodville North SA 5012
 PO Box 2618,
 Kent Town SA 5071
 P. 08 8131 2000

Email enquiries
 info@bene.org.au

**Italian Benevolent
 Foundation SA Inc.**
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