

2025



ANNUAL REPORT

76TH EDITION

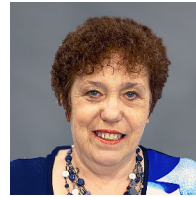
Board of Directors (AS AT 30 JUNE 2025)



Simon Fawsset
CHAIR



Anthony Wright
MEMBER



Bronwyn Thomas
MEMBER



John Skinner
MEMBER



Jonathan
Margetts
MEMBER



Dr. Karen
Shepherd
MEMBER

Executive Leadership Team (AS AT 30 JUNE 2025)



Rohan Reid
**CHIEF EXECUTIVE
OFFICER**



Czecelee Thomson
**EXECUTIVE
CLINICAL MANAGER**



June Darvill
FINANCE MANAGER



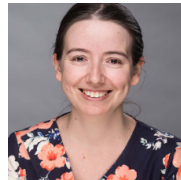
Karla Chavez
PEOPLE MANAGER



Jason Coles
**PHYSICAL ASSETS
MANAGER**



Bonnie Seip
**CHAPLAINCY AND
WELLBEING MANAGER**



Eleanor Mitchell
**SYSTEMS & PROCESSES
MANAGER**



Meredith Williams
**RETIREMENT LIVING
MANAGER**

Report from Chair of the Board



Introduction and overview

I am privileged and humbled to be the Chairman of Bethany Christian Care and to be able to give my first Chairman's Report.

FY25 has been a year of strengthening for Bethany Christian Care, and we have been reminded again how the LORD has provided for us.

Operationally we have been able to strengthen our position and prepare for the introduction of a new Aged Care Act on 1 November 2025. External audits of our aged care operations by the Aged Care Quality and Safety Commission have shown us meeting required standards.

Our aged care facilities have maintained very high occupancy rates, and in FY25 we met or exceeded our nursing and carer mandatory minutes each quarter.

Our retirement villages have seen high numbers of new residents, particularly at Janoah Gardens where new records have been set.

Financially, we had another year of operating surplus and a stronger balance sheet at the end of the year than at the beginning of the year.

Christian ministry

In FY25 our ***Purpose - To serve and honour the Lord Jesus Christ by serving older people and partnering with local churches***, and our ***Mission - To enable older people to experience abundant lives through authentic Christian care, support and communities*** have remained relevant and evergreen.

Both our Purpose and our Mission align with the fact that we are, first and foremost, a Christian ministry.

Being a Christian ministry means that we do and support things that other organisations operating in the aged care and retirement living spaces do not do. Some of these things we do and support are publicly visible like our Chaplains, or the Bibles and Scripture Promise books we give to all staff. Others are deliberately not made public, like individual benevolent arrangements for former full-time Christian workers.

We have calculated that in FY25 our Christian ministry activities cost Bethany Christian Care more than \$400K. While this is a lot of money, we are confident that it is money well spent.

For example, we are committed to making Christian spiritual activities available at each of our sites. These opportunities for worship, fellowship, prayer, discipleship, and pastoral care have continued throughout the year, with a particular focus on providing Christian spiritual activities for our aged care residents because they are often unable to easily attend off-site events like church.

We are blessed to have a faithful team of volunteer pastoral carers visiting aged care residents at each of our sites. These pastoral carers are under the supervision of, and work with, our wonderful team of three Chaplains: Bonnie Seip, Marike Wannenburgh and Jemima Lee.

We are especially thankful to our LORD that again in 2025, as a fruit of Bethany Christian Care's ministry, we have seen aged care residents put their saving trust in Jesus.

Redbank Plains land

Bethany Christian Care continues to own approximately 5.8 hectares of undeveloped land at 245-263 School Rd, Redbank Plains QLD 4301. This land is in an area of emerging suburban development and next door to Staines Memorial College. Currently the Board has no plans to develop or dispose of this land.

Janoah Gardens retirement village vacancies

For many years we have had more vacant retirement village units at Janoah Gardens than we would like.

To help turn that around we have sought to make the village as attractive as possible. To that end, the village common areas have recently been renovated, all units are fully renovated at Bethany Christian Care's cost before a new resident moves in, the financial arrangements at that village are affordable compared to other villages, and there is an on-site aged care facility.

We think Janoah Gardens has a great retirement village, and in FY25 we ran an advertising campaign specifically to let people know about it. The campaign to promote Janoah Garden's retirement village included print media, radio, Facebook, billboards, bus shelters, and bus sides. The overarching idea of the campaign is: *"Welcome to the **upside** of retirement living"*.

The campaign generated a satisfying number of new leads, and a total of fourteen new retirement village "sales" settled at Janoah Gardens in FY25. The previous recorded highest number of "sales" in a year was twelve in 2010. In the last five years the record had been nine sales.

By way of comparison, The Plains retirement village also had stand-out year, with thirteen "sale" contracts settling in FY25. This was the highest number in a year since 2010.

Finances

Financially FY25 was a satisfying year, with the entity making an operating surplus.

For FY25 we had an operating surplus of \$226,141 and an EBITDA surplus of \$2,859,894.

I note that without investment income our financial results would have decreased by \$2,078,583. However, given that the Commonwealth Government's Aged Care financial model includes investment income from Refundable Accommodation Deposits (RADs) to be used towards aged care accommodation costs, we continue to include investment income in our operating results.

Whilst the financial result for Bethany Christian Care is cause for thanks to God, it has been another financially difficult year for the whole aged care sector in general. Stewart Brown (accountants who specialise in aged care and do a large-scale survey of sector financial performance) have reported as of March 2025 that 49% of aged care homes operated at a loss and 27% operated at an EBITDA (cash) loss.

The regulatory outlook

After years of ongoing bit-by-bit regulatory change in response to the Final Report of the *Royal Commission into Aged Care Quality and Safety* in February 2021, the new Aged Care Act 2024 is due to come into effect on 1 November 2025.

There is a lot of information about the new Act in the media and on Government websites, so I do not propose to go into all its changes in this report. The changes are wide-ranging and will, among other things, require greater financial contributions towards aged care for those residents who have the means.

As a result of the new Act our management team have reviewed and rewritten just about every policy, procedure, and process across all our aged care operations, including financial and clinical operations.

Strategy

In February 2025 the Board updated our Strategy. A "two-page" summary is **attached**. We will continue to review and refine this Strategy annually. The strategic initiatives are all high level, and it should be noted that as further analysis and due diligence is conducted for particular initiatives they may not proceed.

We are excited about this Strategy and believe it helps to support our Purpose and Mission.

The first initiative that we have already kicked off is the renovation of The Plains aged care and common areas, with consultation of stakeholders already completed and concept plans being developed by architects.

Board Farewells

At our last Annual General Meeting Ross McCorkell resigned as a Board Member after eight years in that role, including as Chairman.

In FY25 Kent Gellatly resigned as a Board Member after seven years of in that role, including as Treasurer.

I want to thank both Ross and Kent for their faithful service and their sincere care for Bethany Christian Care, and its residents and staff. Both men continue as Corporation Members.

Thanks

While we acknowledge every good gift as coming from God, we also thank:

- My fellow Board members for their dedication and service.
- Our dedicated staff and management - without them we would neither be delivering services nor engaging in Christian ministry.
- Our wonderful volunteers who “make a difference” enriching the lives of our residents and giving of their time and talents to assist in operational areas.
- Our residents and their families for choosing to be part of the Bethany Christian Care community.
- Those who donate to our Pastoral Support Fund - the purpose of which is to financially support our pastoral and spiritual endeavours.

Prayer

As we look back on God’s provision for Bethany Christian Care over the past three quarters of a century the Board is encouraged and asks that He will continue grant us His wisdom for today and tomorrow. Please join with the Board and management in praying that:

- God will richly bless everyone associated with Bethany Christian Care – His presence and help are crucial to the well-being of our people.
- God will continue to protect and prosper our ministry – it is His work, and we are just His servants.
- The love of Christ will pervade each of our sites - and that people’s lives will be touched accordingly.
- We – Board and management – will continue to rest, in faith, upon God, and enjoy His guidance and empowerment.
- The ministry’s outcomes in the year ahead will glorify Jesus’ name.

God is good and gracious, and we rely on Him!

God bless Bethany Christian Care.

God bless you.

On behalf of the Board.

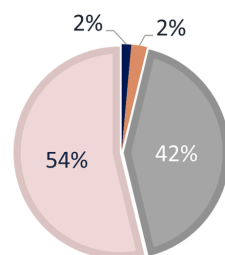
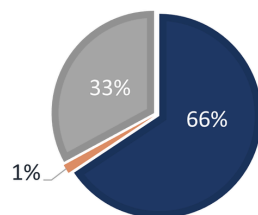


Simon Fawssett
Chairman
Bethany Christian Care
October 2025

Financial Summary (AS AT 30 JUNE 2025)

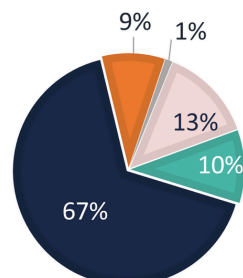
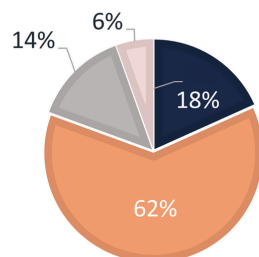
ABRIDGED BALANCE SHEET

	2025	2024
WHAT WE OWN	\$ '000s	\$ '000s
Financial Assets	93,103	84,361
Receivables	2,023	2,300
Property, Plant & Equipment	46,708	48,088
Total Assets	141,834	134,749
WHAT WE OWE	\$ '000s	\$ '000s
Payables Employee	1,323	1,184
Entitlements	2,190	1,608
Accommodation Bonds	39,191	40,586
Ingoing Contributions	49,667	44,318
Total Liabilities	92,371	87,696
TOTAL NET ASSETS	49,463	47,053



ABRIDGED INCOME STATEMENT

WHAT WE EARNED	\$ '000s	\$ '000s
Residents	4,762	4,437
Government	16,084	15,657
Other Income	3,616	3,618
Loan Income	1,408	1,458
Non-Operating Income	N/A	5,762
Gross Revenue	25,870	30,932
WHAT WE SPENT	\$ '000s	\$ '000s
Nursing & Other Staff/Agency	17,057	15,735
Food & Catering Staff	2,278	2,232
Domestic	258	738
Other	3,417	3,071
Depreciation	2,634	2,436
Total Operating Costs	25,644	24,232
SURPLUS/DEFICIT FOR YEAR	226	6,700



Strategic Initiatives

(As at Feb 2025, supporting Purpose and Mission)



Purpose: We exist to serve and honour the Lord Jesus Christ by serving older people and partnering with local churches

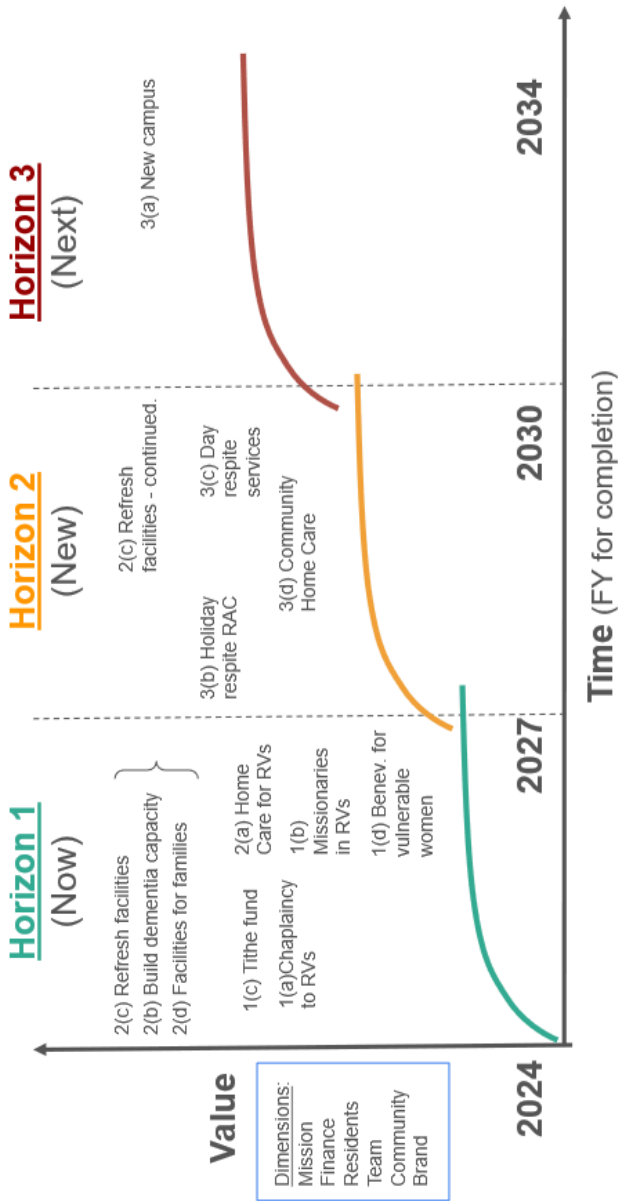
Mission: We enable people to experience authentic Christian care, support, and community

1. Authentically Christian
 - a. Extend our Christian chaplaincy to RVs
 - b. Provide accommodation for Christian Missionaries in RVs
 - c. Explore an organisational tithe to fund aligned Christian ministry and mission
 - d. Extend our benevolent policy for approved vulnerable women
2. Excellent care, support, and community
 - a. Provide Home Care for RV residents (home help; meals; clinical support)
 - b. Build our dementia care capacity
 - c. Refresh our facilities to meet our Board approved standard of excellence
 - d. Expand our offerings for visiting families, including accommodation for families during palliative care
3. Positioned for greater reach
 - a. Explore and build another Bethany campus, including consideration of our Redbank vacant land; micro facilities; on-site clinical hub; land lease and rental options
 - b. Explore and build a holiday respite facility with full RAC capability
 - c. Explore day respite services (perhaps in partnership with churches)
 - d. Explore Home Care for off-site community



(as at Feb 2025)

Timeline for Strategic Initiatives



Godly care, abundant lives

"I have come that they may have life, and that they may have it more abundantly."

JOHN 10:10







Our Purpose

Why do we exist?

To serve and honour the Lord Jesus Christ by serving older people and partnering with local churches

Our Mission

What do we seek to do?

To enable older people to experience abundant lives through authentic Christian care, support and communities.

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Like More Information?

Go to our website bethanycc.org.au or ask our office for our Information Booklet which provides comprehensive information on Bethany Christian Care, its facilities, and its services.