

Newsletter

DECEMBER 2020 • 47TH EDITION



CHRISTMAS BLESSINGS

to everyone in the Bethany Christian Care family





From the CEO

Christmas blessings to you, and welcome to our new-format newsletter. The new format is part of our refreshed brand, which is explained more in a separate article.

While there has been much correspondence with the Bethany Christian Care Family this year concerning COVID, it has been some time since our last newsletter. I hope that this edition will bring you up to date on some of the non-COVID things which have been occurring at Bethany Christian Care this year.

At Bethany Christian Care, we depend on God’s grace. The Apostle Paul voiced this dependence when he wrote about a “thorn” in his flesh. He asked God three times to take the thorn away, but instead of removing the thorn God said ‘My grace is sufficient for you, for my strength is made perfect in weakness.’ (2 Corinthians 12:9).

This year we have all had “thorns” to contend with. We have needed God’s grace through times of uncertainty, confusion and limitation. I am pleased to be able to say that God’s grace has indeed been sufficient for Bethany Christian Care.

By His grace we have seen God’s presence, power and blessing among our staff and residents.

By His grace we passed three assessment contacts (audits) from the Aged Care Quality and Safety Commission at The Plains and Beth Eden aged care facilities, meeting all of the assessed requirements.

By His grace we have not had a COVID infection in residents or staff of our aged care facilities.

I expect that 2021 will be another year change and challenge for our sector, with the Aged Care Royal Commission’s final report due in February, and the Queensland Parliament expected to introduce a euthanasia bill around the same time. Whatever issues arise next year, we will continue to rely on God’s grace for wisdom, guidance and strength.

I’m excited that Christmas is nearly here. It is a special and important time of the year – a time that points to God’s grace as we remember that God came down to dwell among us in the person of Jesus Christ. Christmas is also an occasion when many families like to spend time together, and after many months of COVID restrictions, I hope it will be special for families get together this Christmas. To facilitate our aged care residents getting together with their families and friends we will be having more administration staff working over the Christmas/New Year period to ensure safe screening of visitors.

My prayer is that each of you will know God’s grace this Christmas. God bless each of you!

Warm regards

Rohan Reid
CHIEF EXECUTIVE OFFICER



In the beginning was the Word,
and the Word was with God,
and the Word was God.

The Word became flesh and made his dwelling among us. We have seen his glory, the glory of the one and only Son, who came from the Father, full of grace and truth.

JOHN 1: 1 & 14



ACH Upgrade

This year we completed an upgrade of the secure dementia unit at Beth Eden.

It included new flooring, curtains, lights, art work, furniture, paint, plants and memory boxes. It looks great, and our residents and staff have commented about how much they are enjoying the refreshed spaces.



The Plains Cafe

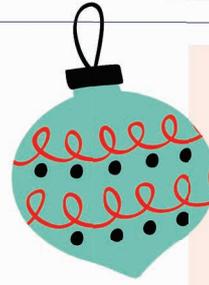
MON, WED, FRI 9:30AM - 1:30PM



A great destination to meet!

- Barista-made coffee - tea and other beverages too!
- Enjoy a tempting treat or snack.
- Indoor or outdoor table - you choose!

New Chaplains



We are excited about the expansion of our chaplaincy team to include Melissa Kutuzov at Beth Eden, Claudia Ridley at The Plains and Jemima Lee at Janoah Gardens. Our new Chaplains will work alongside our existing Chaplain, Sam Thompson, who has done a wonderful job supporting the spiritual needs of our residents over many years. Here's a little of Melissa's story...

MEET MELISSA KUTUZOV

I am very much looking forward to being at Beth Eden and getting to know everyone there. I'm especially looking forward to spending time with the people who live there, hearing their stories and sharing the story of Jesus.



Can you tell us a bit about you and your family?

I am married to Peter. He is a minister of the Presbyterian Church of Queensland and currently co-ordinates the Youth Ministry at our local church. We have three children: Fyodr (8), Rafael (5), and Elena (3).

How did you come to know Jesus?

I grew up on a farm, being called the black sheep of the family, desperately longing for love and wanting to belong. I tried being more like my sisters. I buried my true thoughts and feelings and hid my life away from my family to try and avoid their disapproval. I assumed God must be ashamed of me too so I was terrified of Him too. I could see all around me that He had made a very wonderful world, but the possibility of being close to Him seemed absolutely beyond me.

But I was still longing. I was searching for love. I tried to belong with a group of friends and did whatever they wanted me to. Drink this. Kiss that boy.

But these things only left me with more reasons to hide. I was lost and lonely. Full of longing. Full of fear. Then I was told about a place. A hill. To come there, to the foot of the cross... And I've been there.

I know my Father God has sent Jesus to die for me - and so at the foot of the cross, I leave my sins behind. I've been forgiven. I leave the shame I've felt, that made me hide and filled me with fear.

I now know that Jesus is the way I can be close with God. The secure love I have with Jesus enables me to want to live a life of loving others. And there is no greater joy than seeing other people come to know that transforming power of Jesus' grace.

What do you like to do for fun?

I enjoy being out in nature with my family, catching up with friends, going to Zumba classes and having a laugh. Playing music. Immersing myself in one of my art projects. Finding a quiet moment to sit down with a cuppa and the Saturday paper.

Babies of Bethany

This year we have been blessed to introduce several new babies to the Bethany family through our staff members.



Grace

Daughter of Janoah Gardens Care Manager, Deepak Masih



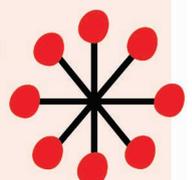
Esi Nhyira

Daughter of Janoah Gardens Registered Nurse, Phebe Appiah



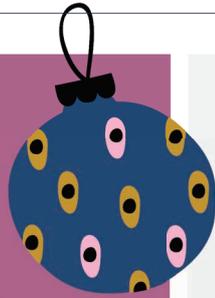
Christiana

Daughter of The Plains Lifestyle Assistant, Charly Ponge



Meet the Executive Leadership Team

This year our Executive Leadership Team, which reports to our CEO, was expanded to give more senior management focus to key operational areas.



Michael Harding - PEOPLE MANAGER

This role is responsible for recruitment; performance appraisal and management; payroll and rostering; staff education; staff welfare; and industrial relations. This role is also responsible for chaplaincy.



Francois Oosthuizen - FINANCE MANAGER

This role is responsible for financial reporting; financial audits; billing of residents; managing creditors/invoices; insurances and banking/investments.



Jodie Shannon - RESIDENTIAL CARE MANAGER

This role is responsible for overall clinical care and resident welfare across all sites including leading the Clinical Leadership Team; clinical governance and compliance; aged care occupancy and ACFI assessments.



Jason Coles - PHYSICAL ASSETS MANAGER

This role is responsible for maintenance; grounds; minor capital upgrades/developments; workplace health and safety; and fire/emergency systems. This role is also responsible for cleaning and laundry services.



Eleanor Mitchell - SYSTEMS & PROCESSES MANAGER

This role is responsible for information/computer technology; our quality system and overall risk management system; our feedback and complaints system; contract initiation/escalation/review. This role is also responsible for our retirement villages and sales of retirement units.



Highlights from our Lifestyle Supervisors

Every month our Aged Care residents stay busy with a variety of activities lead by our Lifestyle Supervisors. Please enjoy these photos of some of the things they've been up to in the last few months.





Long serving staff

Big 'congratulations' to the following staff who have attained years-of-service milestones (since August 2020):

15 - 20 YEARS

Gina Sabotti
(Lifestyle Assistant, The Plains)

10 - 15 YEARS

Barbara Alo
(Domestic Services, The Plains)

Rosalie Dhanukkodi
(Registered Nurse, Beth Eden)

Su-Hua Chen
(Lifestyle Assistant, Beth Eden)

Daniel Shih
(Lifestyle Assistant, Beth Eden)

5 - 10 YEARS

Gisela Hao
(Registered Nurse, Beth Eden)

Elizabeth Hansen
(Lifestyle Supervisor, Janoah Gardens)

Daryl Mamacos
(Registered Nurse, The Plains)

Rawa Neil
(Domestic Services, Janoah Gardens)

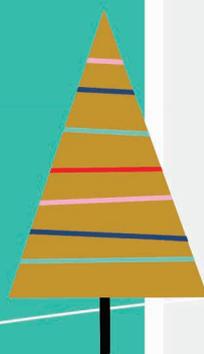
Dharminder Kaur
(Lifestyle Assistant, The Plains)

Anoop Kumar
(Registered Nurse, Janoah Gardens)

Famela Metillo
(Registered Nurse, Beth Eden)

Irene Mkhwananzi
(Lifestyle Assistant, Beth Eden)

Javad Talebi
(Lifestyle Assistant, The Plains)



Our refreshed brand

We have made exciting changes to our brand. A brand is a feature that identifies someone or something as being distinct from other people or things. Our brand is our story and what we want to be known for - who we are, what we believe, how we live and behave, and the things that make our residents, our staff and our communities special.

So why did it need to be updated? It had become apparent to us that we have a distinctive and lovely story, but that we could tell that story better. So, we have been working with a brand agency that shares our values and understands our culture to capture in a logo, words and images the special and unique qualities of Bethany Christian Care.

It will take some time to roll out all of the changes to our brand, but we're making a start now. Already, old signage has been replaced, this newsletter's format has been updated, and our website has been refreshed. The website now includes beautiful new videos and images of some of our marvelous residents and staff.

Over time you will see other changes. Throughout the change process we will honour the traditions of our organisation while reflecting a contemporary expression of who we are and what makes the Bethany Christian Care Family special.

Our logo

Our logo has three elements: it shows a 'B' for Bethany Christian Care, a heart to represent the loving care we provide residents, and a cross to show we are a proudly Christian organisation.



Our colours

Our colour palette is soft to show warmth and security. We also use our colours to differentiate our three locations while keeping a united overall brand: We use apricot to represent The Plains, teal to represent Janoah Gardens and navy to represent Beth Eden.



| The Plains
| Janoah Gardens
| Beth Eden



Meet the Board



The board is responsible for governance, which includes accountability for Bethany Christian Care’s strategic direction, broad policy and overall performance.

Our board also leads our culture of safe, non-discriminatory and quality care services. It operates under our Constitution and according to our governance policy manual. This year we have had some changes to our Board as long-time member John Melville retired and new member Anthony Wright joined.

Ross McCorkell - Chairman (bottom right)

Ross has over 20 years’ exposure to aged care and retirement living through his successful business which specializes in the manufacture and supply of furniture to these sectors. He brings his business management skills and entrepreneurial outlook to the Board.

Kent Gellatly - Deputy Chairman (top right)

Kent has over 20 years’ experience in the banking and finance sector in areas as diverse as lending, superannuation, business development and treasury. He holds a Bachelor of Business (Finance and Banking major)

Sonya Blair - Treasurer (bottom, 2nd from left)

Sonya has extensive experience in the accounting and finance industry for over 25 years’. Sonya has had exposure to a number of service industries and is currently employed in the banking sector. She holds a Bachelor of Commerce and is CPA qualified.

Simon Fawssett - Secretary (top, middle)

Simon has over 20 years’ experience in the healthcare and human resources sectors, more recently as a senior executive in the “seniors” living space. Simon holds a Masters of Business

Administration (majoring in health services management). He brings strategic planning, healthcare IT, change management and quality assurance expertise to the Board.

Trevor Yarrow - Board Member (top left)

Trevor is a business owner since 1980, employing numerous staff. He brings customer service experience to the Board and, as an employer, human resources expertise. As a member of the Kuraby Christian Church, which convenes a monthly service at The Plains, he takes a practical interest in the residents and their welfare.

John Skinner - Board Member (bottom left)

John is an engineer who has worked in the medical devices sector for over 19 years. He has a Bachelor of Engineering (Medical) degree. He brings clinical and risk management experience to the Board.

Anthony Wright - Board Member (bottom, 2nd from right)

Anthony is a senior civil engineer with over 9 years’ experience in urban development. He holds a Bachelor of Civil Engineering and is a Registered Professional Engineer of Queensland (RPEQ). He brings project management and contract administration experience to the Board.



What made the Wise Men so wise?

One of the most enduring (and least accurately retold) Christmas stories, is of the wise men or Magi from the East. Thought to be highly educated, royal astronomers, the wise men saw a star, which they discerned as signalling Jesus' birth as the King of the Jews, and set off to worship him.

Just how long it took them to prepare or how far they travelled is not known, but one thing is for sure, they did not visit Jesus and his family as he was lying in a manger. The Bible depicts a very different scene, of the Magi visiting Jesus, now described as a child, and living in a house. There didn't seem to be the sound of any cattle "lowing" in the background either.

So what made the Wise Men so wise? Firstly, *they sought Jesus out*. They seemed to have an understanding of prophecy and scripture and so set out to see Jesus for themselves. They wanted a personal encounter with Jesus and they did not let obstacles such as distance, murderous officials or troubling dreams, stand in their way.

Secondly, they *recognised who Jesus really is*. We know this by the question that they asked King Herod - "Where is the one who has been born king of the Jews?" and also by the gifts that they gave Jesus:

- Gold - which speaks of Jesus' kingly rule.
- Frankincense - which speaks of Jesus' deity, that he is truly God.
- Myrrh - an anointing oil that speaks of Jesus' death to come, for all humanity.

Thirdly, *they worshipped him*. The Bible says that when they saw the star stop over the place where Jesus was, that they were overjoyed. And on seeing Jesus, they bowed down and worshipped him.

The good news today is that we don't have to travel long distances or deal with corrupt officials to seek out Jesus, to recognise who he is, or to worship him. We can simply open our minds and our hearts to him, the one who is the King, the one who is God and the one who came into this world to offer his life as an atonement for all.

This Christmas, it is true to say that wise people still seek Jesus.



From the Board and Management of
Bethany Christian Care

**Have a Blessed Christmas,
and a Happy New Year!**

Do you have a contribution for our Bethany Newsletter?
Let us know by sending in the details to: bethany@bethanycc.org.au