



Newsletter

MARCH 2021 • 48TH EDITION



EASTER BLESSINGS

to everyone in the
Bethany Christian Care family



From the CEO

AGED CARE ROYAL COMMISSION

In late February I wrote to the Bethany Christian Care family about the release of the final report of the Aged Care Royal Commission. Since then, there has been a lot of government and media commentary about the report and the 148 recommendations contained within it. While we are still waiting for the final decision from the Australian Government concerning the Royal Commission’s recommendations, I would like to take the opportunity to comment on a number of the recommendations.

The majority of the Royal Commission’s recommendations are directed to government or government bodies. In fact, many commence with “The Australian Government should...”. While many of the Royal Commission’s recommendations are for government to take action, I don’t see fixing aged care as something for just the government to do.

To that end, Bethany Christian Care is going through the recommendations, with an open and humble attitude, to see what we can do ourselves to improve aged care now - regardless of whether or not the government takes action.

I’m pleased that we are already doing a number of the key things recommended by the Royal Commission. For example...

- **Recommendation 78: Mandatory minimum qualification for personal care workers.**
 All of Bethany Christian Care’s personal care workers (Lifestyle Assistants) have a minimum qualification of a Certificate III in Aged Care/ Individual Support, or equivalent experience. Where we do accept equivalent experience, this would typically be the partial completion of a nursing qualification, e.g. enrolled nurse/ registered nurse.
- **Recommendation 80: Dementia and palliative care training for workers.**
 Bethany Christian Care has access to high quality education through Altura, a leading aged care learning platform. In addition, many of our care staff have undertaken the “Understanding Dementia” course offered online through the University of Tasmania.
- **Recommendation 84: Increase in award wages.**
 All of Bethany Christian Care’s staff receive salary and conditions which are substantially better than the two awards which apply to our industry. This has been the case since 2011, when our first enterprise agreements were signed. We would of course welcome additional funding from the government to further reward our workforce.
- **Recommendation 86.3 & 5: Minimum staff time standard for residential care.**
 The Commission recommends that “the minimum staff time should require at least one registered nurse on site per residential aged care facility for the morning and afternoon shifts (16 hours per day).” Each of Bethany Christian Care’s Facilities operates with at least one registered nurse on site, 24 hours per day, 365 days per year. In addition, there are other registered nurses on-call to further assist our staff after hours.
- **Recommendation 87: Employment status and related labour standards as enforceable standards.**
 Commissioner Briggs has recommended that approved providers be compelled to have “policies and procedures that



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preference the direct employment of workers engaged to provide personal care and nursing services on their behalf.” All Bethany Christian Care staff who are rostered to provide personal care and nursing services are employed directly by Bethany Christian Care. The only exception is the infrequent use of nursing agency staff to fill unplanned vacancies.

- **Recommendation 88:1a Legislative amendments to improve provider governance.**
The Bethany Christian Care Board is comprised solely of independent, non-executive members. This ensures that independence is maintained.
- **Recommendation 89: Leadership responsibilities and accountabilities.**
The Executive Leadership and Care Management teams at Bethany Christian Care hold a range of professional qualifications including, undergraduate and post graduate qualifications in nursing, accounting, law, human resources, commerce, leadership, engineering and aging. The performance of leaders within Bethany Christian Care is assessed annually via a performance appraisal against the key duties and selection criteria.

There are more recommendations we are already doing. However, there are other commendations which we see as important, but which we are still working towards. For example, **Recommendation 86.2: Minimum staff time standard for residential care.** The staff time proposed by the Royal Commission is substantially higher than is currently being delivered within the aged care industry; reportedly at least 25% higher. Our total direct care hours (registered staff and carers) across our three facilities sits at just under 85% of the staff time proposed by the Royal Commission. We would welcome appropriate funding from the government to further increase the hours of care we can provide to our residents.

I see the Royal Commission’s report as an opportunity for all of our community to give attention to aged care and resolve to make the changes needed to make it sustainable, accessible and high quality for everyone who needs it.

I pray for God’s wisdom for our government decision makers as they decide how to respond the Royal Commission’s recommendations. Whatever they decide to do, Bethany Christian Care will continue our ongoing endeavours to be always improving the care we provide our residents.

As we approach Easter, I hope you have a blessed time and pray that you will know “*how wide and long and high and deep is the love of Christ*” for us – love poured out freely to us, but at great cost, on the cross.

Warm regards

Rohan Reid
CHIEF EXECUTIVE OFFICER




 Eight Mile Plains

The Plains Cafe

With EFTPOS now available!





Open Monday,
 Wednesday and Friday
 9:30am - 1:30pm

Meet Sarah Dickson: Lifestyle Supervisor at The Plains

Can you tell us a little about your previous work experience?

I've worked in various roles, including being a Pastor at a large church in Brisbane and many years as a Childcare centre manager for primary aged children (OSHC). I have a Teaching Degree, Diploma of Community Welfare and Diploma in Counselling. I think these work roles and learning opportunities have helped me to support people according to their individual needs. I'm truly enjoying getting to know each resident, their families and the staff at Bethany. As I get to know them I'll be able to better support them to engage in activities, feel connected, provide emotional support and help them to have fun! My passion for God is a big part of my drive to do all I can for them and make the most of every minute I'm at Bethany. I do strongly feel God has called me to this role and for this reason I trust my experience has adequately equipped me. In saying that I have always been curious, reflective and enjoy learning.

What have you found to be the most rewarding part of the job so far?

The most rewarding part is seeing the residents smile or seeing them engage in an activity and truly lose themselves in the moment. My aim is to see them happy, or at least feeling a sense of peace. I really enjoy walking into a room and seeing them smile when they look at me or as we chat. In that moment I know they know how

much I care for them and that I'm glad to see them. I so appreciate the lovely feedback I've gotten from families also. I can't wait to try some more adventurous things with them. For example, next month we will be trialling some Virtual Reality activities and I can't wait to see their faces when they experience it for the first time.

Can you tell us a bit about you and your family? What do you like to do for fun?

My immediate family consists of my husband Tim and my 5 year old Aussie Bulldog Olga. We enjoy relaxing on the couch with a good TV show or movie. Time with family and friends. We love to take Olga to the beach or for outings. She's quite easy to please as her favourite thing to do is take a trip in the Ute!

How did you come to know Jesus?

I grew up in a Christian family but for me I made the decision to acknowledge what Jesus did for me and invite him into my life in a really personal way when I was 22. This happened when a friend of mine had recently made this decision and I went along to her church begrudgingly just to please her. During that church service I strongly felt God's presence and knew I needed to connect with him at that very moment. I'm very grateful for his presence in my life and my family.



Babies of Bethany

We are excited to introduce a new baby to the Bethany family!



Jonathan George Mitchell
Son of Systems and Processes Manager, Eleanor Mitchell.

New Landscape Maintenance Contractor

Green Options has been selected as the new landscape maintenance contractor at our three sites. They will commence on 1 April, and will have two full time staff working across our sites - Mathieu (in yellow) and Jackson (in green).



Highlights from the Lifestyle Supervisors



BETH EDEN

Lots has been happening at Beth Eden! We've had visits from our therapy dog Kimba, who is much loved by everyone at BE; group walks to look over the Brisbane river; time spent in the garden; working on our fresh flower arranging; our new knitting club; a High Tea party; celebrating St. Patricks Day; and our brand new golf putting mat and golf clubs tried out by one of our residents, we currently have a great interest in golf among our residents so we are very excited about this.



JANOAH GARDENS

At Janoah Gardens, our residents have had lots of fun making treats for Valentines Day, participating in balloon games, viewing concerts, going on bus trips, gardening, and celebrating each other's birthday's.



THE PLAINS

At The Plains we had a fabulous Australia Day celebration with a special lunch BBQ. We have also had fun with electronic darts, mini golf, Nerf guns, exercises with Barbara, excursions, cover up, cooking, visits from Murphy (9 year old Golden Retriever), food tasting plates from the kitchen, 4 Voices (Technology Support), the ice cream trolley, shopping trolley, high teas, Nintendo Wii, remote control cars & sip 'n' paint. Devotions and Bible Study/Hymn singing are always popular choices run by Sam & Claudia. For Chinese New Year we made Chinese Lanterns and had a special Chinese dinner. The Queensland Police, Pipes and Drums literally blew us away with their performance in the hall. It's been a busy time celebrating 100th birthdays. Congratulations to Rosa, Ralph & Barbara!!

Long serving staff

Big 'congratulations' to the following staff who have attained years-of-service milestones:

25 YEARS

Special congratulations to Nancy Vasen, Lifestyle Assistant at Beth Eden, who has worked with Bethany Christian Care for 25 Years! Thank you for your hard work and dedication, Nancy.

15 - 20 YEARS

Venus Malit
(Lifestyle Assistant, The Plains)

Prem Lata
(Lifestyle Assistant, Beth Eden)

10 - 15 YEARS

Eto Ponge
(Lifestyle Assistant, The Plains)

Wanda Bagnall
(Domestic Services, Beth Eden)

5 - 10 YEARS

Kudzai Gorondondo
(Lifestyle Assistant, Beth Eden)

Claudia Ridley
(Chaplain, The Plains)

Karla Manansala
(Registered Nurse, Janoah Gardens)

Anne Bautista
(Domestic Services, The Plains)

Mel Thomson
(Roster and Payroll Officer, Head Office)

Beth Eden Reaccreditation

by Jodie Shannon, Residential Care Manager

Following the year that was COVID-19, Beth Eden had it's 3-year unannounced reaccreditation visit at the end of October 2020.

Beth Eden's reaccreditation had originally been due by mid-June but with the risk of COVID-19 around, the Aged Care Quality & Safety Commission extended their registration for 6 months. Following 3 days of having the Commission Auditors on site, I am delighted to say that Beth Eden passed the audit with 100% and has been reaccredited for a further 3 years. I believe this was achieved by the caring, compassionate, and dedicated staff at all levels who work at our Beth Eden facility. I congratulate each and every one of them for their daily efforts and care.

Easter Concert at The Plains

Retirement village residents at The Plains presented an Easter Concert with a resident choir, instrumental items, poetry and an uplifting message about the salvation and hope offered freely through Jesus' death and resurrection at Easter.





From the Board Table

BOARD OVERSIGHT OF AGED CARE QUALITY

The Aged Care Royal Commission's final report has drawn attention to the quality of aged care in Australia and the need for Boards of aged care providers to drive quality in their organisations.

Our Board is committed to continuously improving the care that Bethany Christian Care provides our residents.

Like all boards, our Board is responsible for governance, which includes accountability for Bethany Christian Care's overall direction and policy settings. But, more than that, our Board also regularly monitors the quality of care that we provide our residents as part of its commitment to best practice and clinical governance.

The whole Board reviews and interrogates a number of monthly performance reports including a Clinical Indicators Report and a Non-Clinical Indicators Report. This allows the Board to dive deeply into detailed information about our current care performance and clinical trends. Information includes complaints, incidents, open disclosure events and major risks that relate to our residents. It shows how we are going against a number of clinical and other quality-indicator criteria.

In addition, before each Board meeting, one of our Board members with health and risk management experience meets with the CEO and senior clinical team members to assess and question the Clinical Indicators Report. That Board member then provides a report of their findings to the rest of the Board.

We have received very positive feedback in relation to the governance and level of engagement by the Board during Aged Care Quality and Safety Commission audits.

Ross McCorkell
Chairman

Janoah Gardens: A Poem

by Janoah Gardens Independent Living Resident, Gladys Jones

Ready for a life change
Then come and visit us
Janoah has a choice of homes
To please you, it's a must.

Fellowship is fantastic
The management is the best
When you come, a welcome waits
You find a life that's blest.

You'll never feel neglected
Janoah waits for you,
So come and this life style
Gives life a different view.



MAKE YOUR LIFE NOT ABOUT ACHIEVING
A CERTAIN LIST OF THINGS BY A CERTAIN
AGE, BUT ABOUT BRINGING GLORY TO GOD
IN WHATEVER YOU DO
WITH WHATEVER DOORS HE OPENS.





Easter Reflection by Melissa (Beth Eden Chaplain), and Peter Kutuzov

Lockdown, masks, sanitiser and nasal swabs. This last year has reminded us how inescapably physical we are. That patch of dry skin, cracked from the constant hand washing. Masks that fog up your glasses. The hugs we want but can't have.

We're powerless to escape our physical bodies and their limitations. And so the protocols rule our lives.

I wonder how the first Easter would have played out had it happened in 2021. Not long having walked out of Joseph of Arimathea's tomb, Jesus appears to his followers and says to them, "Touch me!".

I hope they sanitised.

But Jesus insists on the physical contact. "Touch me and see! A ghost does not have flesh and bones like you see I have." There's something about his resurrection that Jesus wants to make sure his followers understand. It's not just his spirit that they see. It's his body. The same one that they saw killed days earlier.

"Look at my hands and my feet. It's *me!*" (Luke 24:39)

Jesus was not only recognisably himself, but his body was the same one he had before. It was *him*. Thomas had only to reach out and put his fingers

in the holes in Jesus' hands to confirm it. Not just a spirit, a body. And not just any body, his body.

This isn't just a curiosity, however. This is the pattern of Spirit-enabled resurrection.

Jesus' resurrection life wasn't an escape from physical existence. Resurrection by the Holy Spirit is the fulfilment of physical existence. You will not leave your body behind, escaping the trappings of everyday life. The resurrected in Christ will pass him the fish and ask him for the salt.

What then for those who can no longer taste their food? Whose legs no longer work? Whose eyes no longer recognise their own children?

They are not looking forward to the simple easing of their pain. Passing from the body and its limitations. Escaping to a world without these things. This is not how it will be for those in Christ. They will glory in the balance of the spices. They will run. And they will recognise the ones they love.

This is the hope promised by Jesus at Easter.

From the Board and Management of
Bethany Christian Care

Have a Blessed Easter!



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