



Newsletter

DECEMBER 2025



MERRY
CHRISTMAS

to everyone in the
Bethany Christian Care Community



From the CEO

Person-centred Care

As the year draws to a close, I wish to extend a warm greeting to each of you.

I am excited that Christmas is nearly here. It is a special time of the year – a time that points to God's grace as we remember that He came down to dwell among us in the person of Jesus Christ.



A significant change to our sector this year was the commencement of the new Aged Care Act on 1 November. The new legislation creates all sorts of changes to the way the aged care industry is funded, overseen, governed, staffed and focussed.

The graphic below is how the Australian Government describes the new legislation.

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful.

This infographic outlines the main parts of the new Act and how they work together.

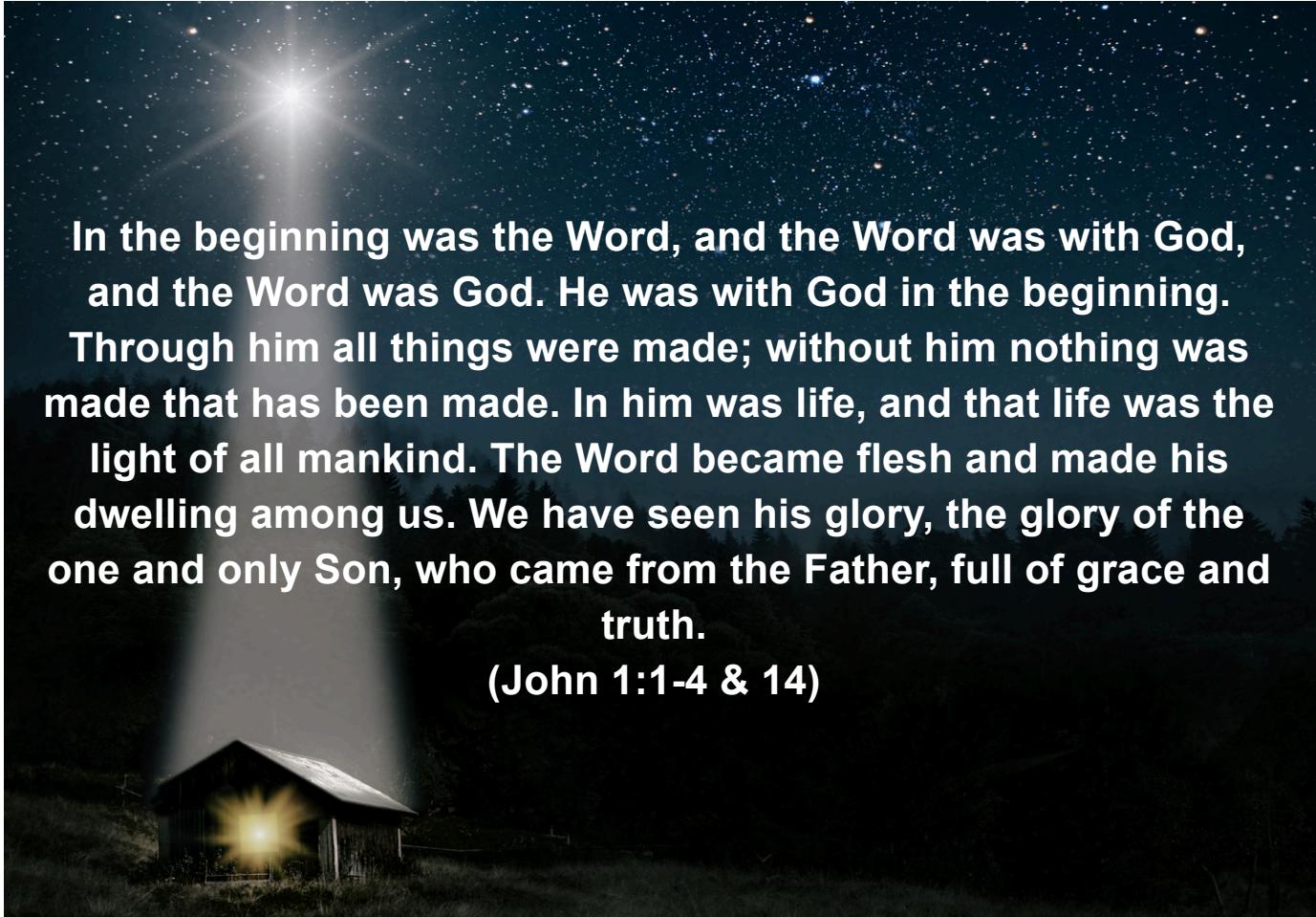


While these changes are new for our sector, the core principles are not new for Bethany Christian Care. I am pleased that person-centred care and the highest standards have always been at the heart of how we treat residents at Bethany Christian Care. We have always been committed to respecting, supporting, and uplifting each resident. The new Aged Care Act supports values we have long upheld, and we are well-prepared to meet and exceed the Act's requirements.

As we approach Christmas, I want to thank all our residents and their family members, and all our staff, for the trust you give us by being a part of our communities. I am also grateful for the ways you help to cultivate the very special community feeling that is evident at each of our villages.

I wish you all a blessed Christmas and pray that you will know the light and life that comes from Jesus – who is also called Emmanuel, which means “God-With-Us.”

Warm regards
Rohan Reid
CHIEF EXECUTIVE OFFICER



In the beginning was the Word, and the Word was with God, and the Word was God. He was with God in the beginning. Through him all things were made; without him nothing was made that has been made. In him was life, and that life was the light of all mankind. 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 1:1-4 & 14)



From the Board table

Feedback

Feedback from our residents and their families, and staff, is an important and useful tool for the Board to know how Bethany Christian Care is performing so that we can more effectively govern the organisation. There are many ways that the Board receives such feedback.

Personal connection

Board members regularly visit Bethany Christian Care sites and many Board members have family members and close friends who are residents in our retirement villages and aged care homes. These provide informal opportunities to receive feedback.

Surveys

Aged care residents (or their representative) are surveyed throughout the year. Some of these surveys are carried out by our own staff, and some are carried out by Government representatives. The surveys aim to get feedback on the care and services we provide. Staff are also surveyed throughout the year. The Board receives the results of these surveys.

Reports

The Board gets regular reports, summaries and analyses of all feedback (compliments and complaints) received from residents, families and staff. Specific feedback addressed to the Board is passed on to us by the CEO. The Board reports annually to the Government the top topics of complaints and compliments received via feedback for each of our aged care homes.

Resident Advisory Committees

The forums previously known as Residents' Meetings are now called Resident Advisory Committees. These meet quarterly at each of our aged care homes and provide a platform for aged care residents and their supporters to voice their opinions and share their experiences. The Board reviews the minutes of these meetings, as well as occasionally attending the meetings in person, and provides a written response regarding the feedback from committee meetings.

Quality Care Advisory Committee

The Quality Care Advisory Committee is made up of aged care resident representatives from both The Plains and Janoah Gardens, and our Clinical Governance Adviser. The committee reviews the quality indicator data from each site and provides a report to the Board on opportunities for Bethany Christian Care to improve our care and services. The Board reviews the minutes of this committee's meetings and provides a written response.

Whistleblowers

Bethany Christian Care already had a Whistleblower Policy, but the new Aged Care Act introduced a strengthened whistleblower regime designed to protect individuals and ensure transparency in aged care services. Anyone – including staff, volunteers, residents, families, carers, and advocates – can report suspected breaches of the Act or wrongdoing. Whistleblowing reports can be anonymous, and whistleblowers have legal protections under the Act. The Board encourages whistleblowing in accordance with its Whistleblower Policy. A copy can be found at our website: <https://bethanycc.org.au/policies-information>.



Board Member Spotlight: Bronwyn Thomas



What have you found to be the most rewarding aspects of your role as a Board member?

It is a blessing being on the Board of an authentically Christian organisation which has not only the physical, but also the spiritual needs of people as its central focus. This has been such an encouragement after many experiences on boards and committees within secular organisations.



Why were you interested to become a member of the Board of Bethany Christian Care?

I've had a long association with Bethany Christian Care since childhood, visiting relatives and church members across the various facilities, including my Dad who was a resident in both independent living and aged care until his passing. I have always had a desire to contribute to and improve the lives of others in positive ways. I had just decided to become a volunteer at The Plains when I was approached by several people who suggested that I might consider becoming a board member. As a result, I still became a volunteer, just in a different capacity!



Where do you attend church?

I attend Kuraby Christian Church where I support my husband in his role as one of the Elders, as well as supporting a number of church ministries and undertaking pastoral care.



How did you come to know Jesus?

I was blessed to be brought up in a Christian home, attending Brethren Assemblies where I heard the Gospel preached regularly. I was saved during my primary school years but was an extremely shy child and did not make my faith public until I was in my very early teens. This was a turning point for me and strengthened the assurance of my personal faith.

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

I was born in Brisbane and have been married to my husband Richard (a Canadian) for 34 years. I have a varied professional background in teaching, lecturing, project management, HR, community development, legislative compliance and quality assessment, and Richard is a university academic in the IT area. We have one son, Andrew, who is a critical care nurse and Captain in the Australian Army. The boss of our house is our 9 year old cat Leo!

What do you like to do for fun?

I love to read both fiction and non-fiction books (I think I was born with a book in my hand). I am one of those people that actually enjoys research reports! I enjoy creative craft pursuits and have probably tried my hand at most crafts over the years including papercrafts, needlework, jewellery making, and soap making. Also, a bit of cake decorating and chocolate making. They're my stress relievers!



What is something that few people know about you?

When I was the Chairperson of the Under Eights Week State Planning Committee for Queensland I dressed up as a fairy in a bright hot pink tutu to bring a little sparkle to Barefoot in the Park activities at South Bank Parklands, much to the embarrassment of my boss at the time. (I was working in a commercial arm of TAFE and I think he was worried I might return to work in the costume after the event)!

Meet Kathy Beech Janoah Gardens - Admin Assistant

You have an important role within Bethany Christian Care. Can you tell us a bit about it?

I work at Bethany Christian Care as the Admin Assistant at the Janoah Gardens reception desk. I only started in April 2025 but I love the job! I am responsible for numerous tasks including collecting and distributing mail, checking and restocking the café, assisting residents ordering meals from the kitchen, and answering phone calls and general enquiries from residents, family members or the public. There's often a bit of paperwork and running around, which I love!

What have you found to be the most rewarding aspect of your role?

The most rewarding aspect of this role is the interactions I have with the residents in the village and in aged care. I really enjoy having a chat with them and helping wherever I can.

What do you like to do for fun?

In my spare time I like to be creative; I enjoy crochet, embroidery and painting (with enthusiasm but limited skill!). I love musical theatre and love to catch a show when I can. I love to go on bush or beach walks and love spending time with friends and family just catching up over a cup of tea!

How did you come to know Jesus?

I grew up in a Christian family where Jesus was always a topic of conversation, and I had plenty of wonderful Christian role models in my family.



When I was 14, a serious health scare in the family made me consider what happens after death and I decided to commit my life to Christ. Through the years there have been many 'God moments' which have just proved to me that Jesus is with me and our lives are ultimately for His Glory. I enjoy learning more about God and His magnificence!

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

A bit about myself and my family - I grew up on acreage in Jimboomba, I love to travel, and I enjoy adventuring with friends. I am very close with my parents and brother. I have wonderful little plants around my unit that I am desperately trying to keep alive (I don't have the greenest thumb!). Before working in admin I was a qualified sign language interpreter and I've loved working with the Deaf community. I teach at Kids Church and help out at Youth Group at my church - I love helping people and want to share God's light with others.

What is something that few people know about you?

Something few people know about me is that I have a strong dislike for traditional baubles! I had to thread the loops on over 100 baubles in one sitting one Christmas as a child, so now I much prefer lovely ornaments on my Christmas tree at home!

Meet Sharon Fairweather

The Plains - Admin Assistant



You have an important role within Bethany Christian Care. Can you tell us a bit about it?

I am a new staff member at Bethany Christian Care having recently finished my role at an accounting firm and starting in the role of Administrative Assistant on 10th November. Already one month in and I have met many of the residents, family members, staff and visitors. I am thankful to the Lord for the opportunity to serve Him at Bethany Christian Care and for leading me into this role. Colossians 3:17. Administrative roles help to ensure the facility's smooth and efficient operation by providing essential support to all staff, residents and their families. It is a diverse position, blending general administrative skills with a compassionate and person-centred approach.



What have you found to be the most rewarding aspect of your role?

It is profoundly rewarding to help, encourage and serve others. Everything I do is unto the Lord so this gives a deep sense of purpose and I see my role, no matter how small, is serving my Heavenly Father as he gives wisdom and strength. I have worked in reception and administration support roles for some time. I enjoy being the 'go to' person as I love to help and serve with compassion, to problem solve and work with my colleagues to ideally foster a positive culture that includes mutual support, kindness and collaboration.

What do you like to do for fun?

I love the beach, visiting and playing online computer games with my two granddaughters in Sydney (they are the experts now). Spending time in my garden,



country drives, and especially spending time with family sharing meals together.

How did you come to know Jesus?

I was raised in a strong faith filled Christian home. I accepted Jesus as my Lord and Saviour at 11 years of age in response to a gospel message when my family attended a service by a visiting speaker from New Zealand, in North Queensland. My faith and trust has grown as I have experienced God's care and provision throughout my life, and through the example of the strong faith and commitment of my parents.

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

I was born in Innisfail, North Queensland, the second eldest of five. My father has been a full-time Christian worker, evangelist and missionary to Kenya and my mother trained as a nurse at the PA Hospital, and is a talented cook, sewer and wonderful loving homemaker. I have one daughter and two sons, all are married. My daughter and son-in-law live in Sydney and have two daughters, nine and five years. My two sons and daughters-in-law live in Brisbane.

What is something that few people know about you?

I love flowers and plants and have studied floristry. It is more of a hobby these days. I have been blessed to have been asked to do the flowers for some family weddings.





Update on Proposed Renovations at The Plains

Meredith Williams
Retirement Living Manager



The journey toward refreshing our facilities at The Plains has taken an important step forward, with the proposed renovation project now progressing through the design phase.

Initial Consultation Complete

Following a series of productive discussions with stakeholders and many submissions received from residents and families, the initial consultation process has been successfully completed. We are thankful for all who have contributed. The conversations and feedback provided valuable insights into community priorities, operational needs, and long-term aspirations for the spaces under consideration.

Design Team Briefed

Informed by this feedback, the design team has been formally briefed. Their role is to translate the consultation outcomes into creative, practical solutions that balance functionality with aesthetic appeal. The team has been tasked with ensuring the renovations enhance the overall resident experience and align with Bethany Christian Care's strategy.

Concept Plan in Development

Work is currently underway to develop a concept plan for the project. This stage will bring together architectural ideas, spatial layouts, and preliminary costings.

Looking Ahead

These renovations represent more than just physical upgrades – they are an investment in the future, creating spaces that will serve The Plains residents for years to come. We look forward to updating you about this project as it progresses.



Resident Spotlight: Margaret Price

We are delighted to introduce one of our newest residents at The Plains Retirement Village, who joined the Bethany Christian Care community in October.

What was your path to The Plains?

After much prayer and reflection about the next chapter in life, I felt guided to The Plains. The decision was influenced by a desire to be closer to family and to find a home without the challenge of stairs. Upon visiting The Plains, the friendly staff, beautiful surroundings, and the Christian atmosphere - including Scripture in the reception area and shared prayer with staff - made a lasting impression. It seemed almost too good to be true and more than I could ask or think of.

How have you settled into life at The Plains?

Settling in has involved a lot of unpacking and reorientating to a new part of Brisbane. I have found the community here friendly, helpful, and supportive. Activities such as the King's Birthday BBQ, shopping trips, and time spent in the library and gardens have helped make the transition smooth and enjoyable. I feel at home. It's great to have a shopping bus and the café, and I appreciate the opportunity to join in the community jigsaw and browse in the library.

Vocation and Faith

I was born and raised in Queensland and my faith story began in childhood, where I experienced dedicated Sunday School teachers and a faithful minister.



At age eleven, I received forgiveness for my sins and found a Saviour in Jesus, who has been a friend and guide to me ever since. I gained qualifications in nursing and midwifery, and I have served in Christian mission work both in Indonesia and Australia. Like everyone, my journey has not been without struggles. After years in ministry, I experienced a period of doubt and spiritual dryness. Turning to God I once cried out and was reminded of a simple pair of sandals I used to wear. The sandals had a cracked sole, but in the hands of a skilled shoe repairer they were restored and made whole again. They became a powerful metaphor for healing and restoration as God spoke into my life - *Put your broken life into my hands and I will repair your broken soul.* That message brought me much comfort and renewal. Our God works in wondrous ways.



Resident Spotlight: Peter & Rosemary Farrington

Recently Peter and Rosemary Farrington moved into the Janoah Gardens Retirement Village community, and it is a delight to share a little of their inspiring journey.

What was your path to Janoah Gardens?

We had visited Janoah Gardens many times in the past – not only to visit family, but many friends, so we were familiar with the village. In considering the various options for retirement villages we were impressed that Janoah Gardens has different levels of care and by the reasonableness of the fees.

How have you been enjoying retirement living?

Our decision to downsize and join the Janoah Gardens community was driven by a desire to enjoy life to the fullest and benefit from the support and companionship available here. When we started thinking of downsizing it felt that sooner rather than later was better so we could enjoy it. While we have only been living at Janoah Gardens for a short time, we feel we are already at home and enjoying the benefits of living here. We particularly like the quality of the meals, and the company of fellow residents. We're very happy here.

Family and faith

We were both raised in homes where faith was woven into daily life. We each felt a deep calling from God. Despite living on opposite sides of the world - Peter (UK) and Rosemary (Australia) - after earning dental and nursing qualifications,



our paths converged in Thailand when we joined the OMF (Overseas Missionary Fellowship) mission work there. We married soon after meeting each other and lived and served in Thailand for over 20 years at Manorom Christian Hospital. Our time in Thailand was marked by both joy and heartbreak. The death of our five-year-old son and 11 other dear friends and medical colleagues in a bus accident deeply affected us, and our family and friends. Through this sorrow our faith was tested but ultimately strengthened. Through that terrible experience we were able to have a deeper understanding of God's faithfulness. When we returned to Australia, Peter continued to share his expertise in oral surgery at Wynnum Dental Hospital and Queensland University Dental School, and both he and Rosemary served as OMF state directors for Queensland for ten years.



Chaplaincy & Wellbeing Activities

This year at Bethany Christian Care, our Chaplaincy and Wellbeing team has been privileged to create moments of joy and meaning - spiritually, emotionally, and socially. Here are some highlights that reflect our commitment to holistic care.

Spiritual Care

Spiritual care has remained at the heart of our mission. Daily devotions, prayer gatherings, and Bible studies have provided opportunities for reflection and worship. Our café church gatherings have been a standout - bringing residents and families together for hospitality, worship, and Bible reflection in a warm, welcoming space.

One-on-one pastoral visits have offered comfort and encouragement during times of grief, illness, or transition. Our volunteer pastoral carers have been invaluable, offering companionship and spiritual support that uplifts hearts and strengthens resilience. Spiritual care nurtures the whole person - mind, body, and spirit - helping residents find meaning and hope, easing anxiety, and enhancing quality of life.



Wellbeing Highlights

Beyond spiritual care, our wellbeing programs, facilitated by our lifestyle teams have enriched life in creative and joyful ways. Residents have embraced music sessions, craft activities, and themed intergenerational programs, including regular school visits and delightful kindy and farm animal encounters. These activities foster connection, creativity, and laughter - making every day meaningful.

We've also introduced NeuronsVR Therapy, a groundbreaking tool for our residents. This immersive technology is already showing benefits in pain management, memory support, and overall wellbeing. The TeaTime App has also helped families stay connected by sharing photos and messages, bridging distances and reducing isolation.

Volunteers Making a Difference

Our volunteer program has grown by 50% this year, with around 75 dedicated individuals serving in diverse roles - from bus driving and event support to music, pet therapy, craft activities, administration, pastoral care and much more. Their generosity and compassion have been instrumental in creating vibrant, connected communities for our residents.





Looking Ahead

As we celebrate Christmas, we reaffirm our commitment to holistic care - integrating spiritual, emotional, and clinical support. Our vision remains clear: to create communities where older people experience dignity, purpose, and abundant life.

Thank you to our residents, families, volunteers, and staff for making this year so special. May this season bring peace, joy, and hope to all.

Blessings,

Bonnie Seip
Chaplaincy and Wellbeing Manager



Resident Spotlight: Hazel Hutcheon

Meet Hazel - A longtime resident of Bethany Christian Care at The Plains

Can you tell us about where you live at Bethany Christian Care, and how long you have lived there?

I first came to Bethany in October 2009 when the apartments were new, moving into Unit 63 with my husband of 60 years. Sadly, after a fall and a long hospital stay, he went to be with the Lord in 2011. Just recently, on October 28, 2025, I moved into a room in Arabah house. It was a quick decision because my knee joints had worn away, and I needed help urgently. This room became available - a perfect provision in God's providence for me.

What do you like about living at Bethany Christian Care?

I'm thoroughly contented here. My family decorated my room beautifully, and it truly feels like home. I'm surrounded by wonderful family and dear friends who all love the Lord Jesus.

What do you like to do for fun?

I love playing games - Rummykub, Scrabble, and Checkers. I also love people and enjoy spending time with them.

How did you come to know Jesus?

My mother had a deep interest in Scripture and taught us well. Later, I married Bill, who was also a strong student of the Word. Together, we learned the doctrines of God's marvellous grace and grew in our love for the Lord Jesus Christ.



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

My only son passed away in 1991, leaving my daughter Andrea, her husband David, and two beautiful granddaughters, Louise and Katie. Both are married now, and Katie has blessed me with a wonderful great-grandson and four step-great-grandsons. Louise married earlier this year. Throughout my life, I've been devoted to hospitality and teaching God's Word.

What is something that few people know about you?

Not many people know that I have a deep connection to Bethany's history. When the property was first purchased, it was secured by Les Addison, the father of one of my dearest friends. I've had five Aunts and an Uncle who all have lived at Bethany. In my later years, I've felt called to be "a mother in Israel" - someone people come to for wisdom and counsel. It's a special blessing that lifts my spirit and, I hope, lifts others too.





Long serving staff

Congratulations to the following staff who have attained years-of-service milestones:

15 Years



Imelda Eslao - Personal Carer (The Plains)

10 Years

Karla Chavez - People Manager (Bethany Christian Care)

Irene Panlaque - Personal Carer (The Plains)

Rawa Neil - Domestic Services Assistant (Janoah Gardens)

Daryl Mamacos - Registered Nurse (The Plains)



5 Years

Marike Wannenburgh - Chaplain (The Plains)

Esther Rayward - Registered Nurse (The Plains)

Sarah Blackburn - Village Liaison Officer (Bethany Christian Care)

Michelle Abellana - Clinical Manager (Janoah Gardens)

Irena Renegado - Personal Carer (The Plains)

Jeffry Dizon - Registered Nurse (Janoah Gardens)

Emilie Inayan - Personal Carer (The Plains)

Julie Coffey - Lifestyle Coordinator (The Plains)

Gretchen Baltazar - Personal Carer (The Plains)

Rita Arreza - Clinical Manager (The Plains)

Lynda Kerich - Registered Nurse (The Plains)

Jemima Lee - Chaplain (The Plains)



Babies of Bethany

WE ARE EXCITED TO INTRODUCE NEW BABIES TO THE BETHANY CHRISTIAN CARE COMMUNITY!



Maya
Daughter of John (Registered Nurse - Janoah Gardens)



Lionel
Son of Genoelle
(Personal Carer - The Plains)



Eli
Son of Kim (Administration Assistant - Head Office)



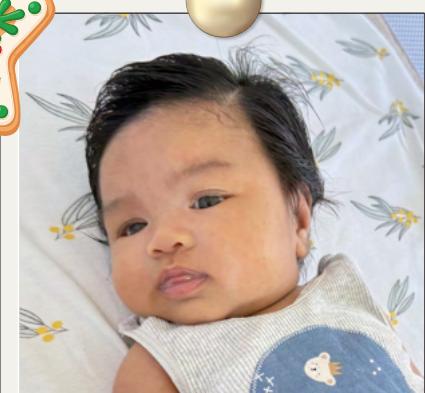
Arthur
Son of Lydia (Human Resources Officer - Head Office)



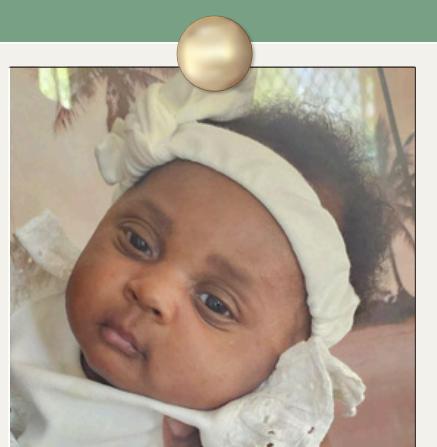
Anayat
Daughter of Janita
(Personal Carer - The Plains)



Eden
Daughter of Emily (Human Resources Officer - Head Office)



Caleb
Son of Melody
(Clinical Nurse - Janoah Gardens)



Gabriella
Daughter of Janet
(Personal Carer - The Plains)



GOOD NEWS

By Bonnie Seip
Chaplaincy and Wellbeing Manager

Our world is overflowing with headlines, opinions, and endless streams of information and it's easy to feel overwhelmed. We hear so much "news" every day - some uplifting, some unsettling, and some that's simply not true. This Christmas, I invite you to pause and reflect on the one piece of news that has stood the test of time: the birth of Jesus Christ.

This is not fake news. It's the real, life-changing news that brings hope to every heart. Over two thousand years ago, in a humble stable in Bethlehem, God stepped into human history. The angel's announcement was clear: **"I bring you good news of great joy that is for all people."** That message still rings true today. It's not a trending story that fades away tomorrow; it's eternal truth that transforms lives.

The good news of Christmas is that we are deeply loved. In Jesus, God offers peace that calms our fears, joy that lifts our spirits, and grace that forgives and restores. Amid uncertainty and noise, this news is solid, trustworthy, and personal - it's for you.

As we celebrate with family and friends, let's hold on to this real good news. May it bring light to your home, hope to your heart, and peace to your soul.

From all of us at Bethany Christian Care, we wish you a blessed Christmas filled with joy, truth, and love.

**HEAD OFFICE**

333 Underwood Road
EIGHT MILE PLAINS QLD 4113
(07)3737 5080
bethany@bethanycc.org.au

THE PLAINS

333-357 Underwood Road
EIGHT MILE PLAINS QLD 4113
(07)3737 5000
theplains@bethanycc.org.au

JANOAH GARDENS

11 Audell Street
MANLY WEST QLD 4179
(07)3900 4700
janoahgardens@bethanycc.org.au

Like More Information?

Go to our website bethanycc.org.au or
ask our team on any of the listed contact details above.