

# Newsletter

DECEMBER 2021 • 51ST EDITION



## MERRY CHRISTMAS

to everyone in the  
Bethany Christian Care family



# From the CEO

In the lead-up to the end of the year, I like to take stock of the year that has passed. As I reflect on what has happened in 2021 a strong theme for me is “change”. I wonder if that theme resonates with you as well?

It feels like it has been a year of constant change. Some of the changes that Bethany Christian Care has managed have affected the whole aged care sector, like:

- Staffing pressures as a result of decreased immigration and staff permanently leaving the industry.
- Rolling out COVID vaccinations to residents.
- All staff needing to have COVID vaccinations to continue to work, and now aged care visitors needing to be vaccinated.
- Numerous lock-downs ordered by the Chief Health Officer.
- Queensland parliament passing laws that will legalise euthanasia.
- Unfavourable financial circumstances including record low interest rates payable on Refundable Accommodation Deposits, and Government indexation of aged care funding not keeping up with real cost increases.
- The Australian Government’s response to the recommendations from the Aged Care Royal Commission creating increased regulatory reporting.



As an organisation, Bethany Christian Care has also been managing our own organisation-specific changes. Some of these are detailed more in this newsletter, including a new catering contractor, new senior staff, and upgrades to Janoah Gardens.

While changes can produce positive outcomes, not all the changes we have been managing this year are unambiguously positive, and the aged care industry has been struggling financially as a result.

Stewart Brown (an accounting firm that specialises in the aged care industry and does a large-scale survey of industry financial performance) reports that for the financial year to 30 June 2021:

- 58% of aged care facilities in the survey made an operating loss for the financial year.
- The average financial result for each aged care bed was a loss of \$2,832.
- At an approved provider level (an approved provider may have a number of aged care facilities) the average financial result was a loss of \$2.1M.



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By God’s grace Bethany Christian Care made a small surplus in the financial year, but it was less than recent years, reflecting the industry changes and challenges I have outlined above. However, I note that without income from invested funds our financial result would have been a loss.

Government responses to the Aged Care Royal Commission have to date mainly been about more reporting and regulations, but not any meaningful additional funding. The Government has advised that the funding model for aged care will change in late 2022, and has promised more funding. However, the details of the actual level of funding, and whether it will cover the real costs of care, are still not clear.

What does this mean for the future? I think it means that the industry will need to continue to manage significant changes for a number of years, as the Commonwealth and Queensland Governments’ legislative and funding settings unfold. I also think it means that the industry is in a time of crisis, and without significant improvements in the way aged care is funded and regulated, we can expect to see more aged care providers close facilities, involuntarily go out of business, or choose to leave the industry altogether.

Despite the hard times the aged care sector is going through, I think Bethany Christian Care is in a good position to weather and thrive through future changes. We have a great Board and staff, who have experience, insight, passion and dedication. And we have a God who promises us His wisdom if we seek it. I will be seeking God’s wisdom, and I value your prayers for Bethany Christian Care.

I wish you and your families a blessed Christmas, and pray that you will know the light and life that comes from Jesus - Emmanuel, God-With-Us.

Warm regards,

Rohan Reid  
**CHIEF EXECUTIVE OFFICER**

## New Catering Contractor

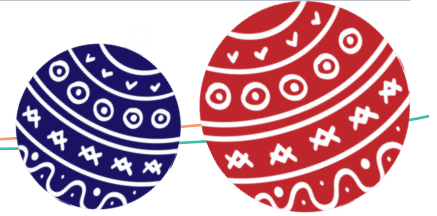
After a long process, Bethany Christian Care has entered into an agreement with Cater Care to provide catering services to Beth Eden, Janoah Gardens and The Plains. This agreement covers all aspects of catering including aged care, serviced apartments and special functions.

We would like to thank Sodexo for the work that they have done over the last few years and the many hours of work that they have put into looking after our residents.

Cater Care is a leading contract catering company that manages catering at over 100 aged care facilities across Australia. We are looking forward to working with them going forward. Cater Care will be taking over the services at each site in a staged process from the end of November until the start of December this year.



# Meet Bonnie Seip



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

I am one of the five chaplains across the three sites providing pastoral and spiritual care to our residents. I have the privilege of strengthening and further developing the chaplaincy program, and overseeing the volunteers as they support our residents to live their best lives and have the opportunity to encounter the abundant life that Jesus has on offer for us all.

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

Narrowing it down to the top three most rewarding parts of the job I think they would be:

- Seeing those residents who are mostly nonverbal singing their hearts out during hymn times.
- Having the opportunity to support residents to step closer to a personal faith in Jesus.
- Being part of an incredibly hardworking holistic team who are ensuring residents have fun, are safe and live their best lives.

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

I'm married to Darryl, who is a pastor of a local church in Brisbane. We have three adult children, one daughter who works as a digital producer for

Vision Australia and lives in Melbourne, one daughter is a lawyer for Suncorp in Brisbane and our son is a musical theatre performer currently living in London and about to head back to Paris for another contract with Disneyland Paris as a Prince. We also have two very old dachshunds.

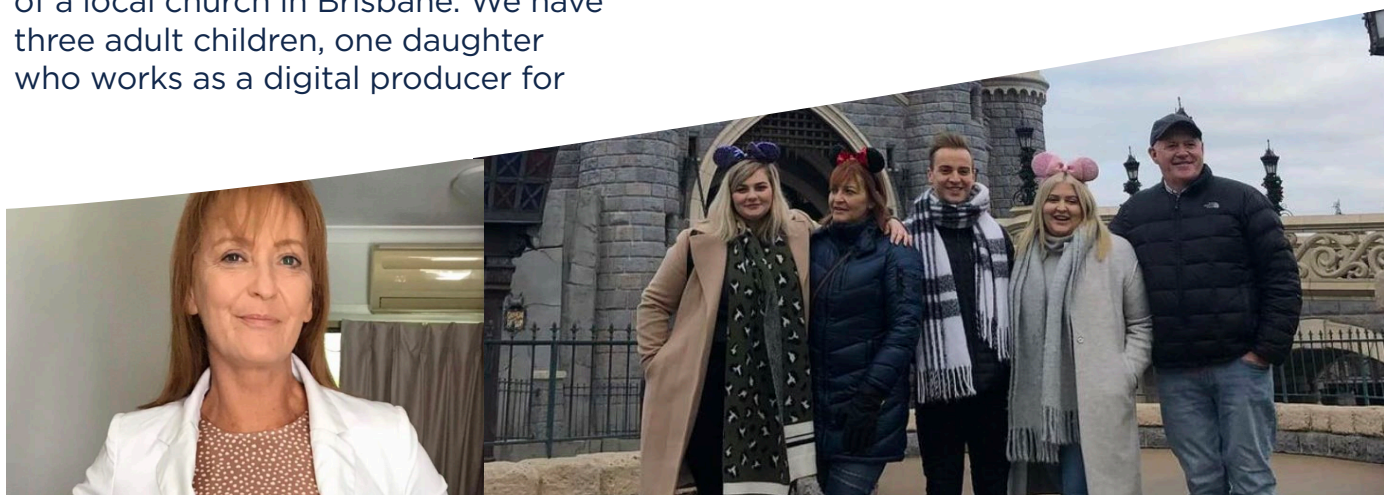
You'll see one of my 'for fun' responses later in this article but I am also a huge fan of exploring new cafes, all things Disney and musical theatre.

**How did you come to know Jesus?**

I came to know Jesus through the ministry of a youth group in Toowoomba when I was invited along by a friend and saw people living and modelling the way of Jesus and nurturing that in others through unconditional love, generosity, trusting God, practicing forgiveness, humility and welcome.

**What is something that not many people may know about you (until now)?**

I'm pretty much an open book but two things come to mind: one - my first job was as a fashion illustrator for a national retailer (sounds fancier than it actually was) and secondly, I am an amateur cross fitter, which means I find it fun to lift big weights and skip rope funny.



# Highlights from the Lifestyle Supervisors



## BETH EDEN

Lots has been happening at Beth Eden: Our 3 adopted chickens have laid eggs! One of our residents enjoys checking on them every morning and collecting the lovely fresh eggs. Our residents have had fun participating in gentle physical activities, board games, ball games, and arts and crafts activities. With the help of our Beth Eden care and kitchen staff, we were able to assist our residents in celebrating many social and cultural occasions, such as Father's Day. Our residents also thoroughly enjoyed the concert held in Beth Eden community hall by Mr. David C.



## JANOAH GARDENS

We have been doing many fun things at Janoah Gardens! Our residents have enjoyed the Gold and Silver Christmas party, a German Feast, pet therapy, Spring craft workshop, our Remembrance Day ceremony, bus trips, men's group with special guests, watching the RSL pipe band, Kindy visits and BBQ days.

# Highlights from the Lifestyle Supervisors continued



## THE PLAINS

The residents at The Plains have enjoyed doing many things these last few months. We've had fun celebrating Oktoberfest – German celebrations with traditional gingerbread heart cookies; a Maltese cooking class making traditional almond biscuits; Ekka day; Serbian celebrations; Chinese mid-autumn festival; Father's Day; making terrariums; Indian-style celebrations; Remembrance Day; Pacific Island celebrations.

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C.S. LEWIS



The Chaplains recently met together for a day of planning, training and prayer. Left to right: Dianna, Marike, Jemima, Bonnie and Melissa. Photo taken at a Christmas installation at The Plains.

## Why don't we have a village manager?



From time to time, independent living residents ask the question, “Why don’t we have a Village Manager?”

The short answer is, you actually have several Bethany Christian Care “Village Managers”. Each of these Managers oversee different aspects of village life. For example, Michel Colen is responsible for independent living sales, contracts and services. Jason Coles is responsible for the physical assets and village infrastructure, including maintenance and grounds. Michael Harding is responsible for the administration staff who work at each village. The Care Managers at each site, while being primarily responsible for the aged care, can also assist, particularly in relation to questions about additional care and services when this is required.

We believe that this represents the best value for money for residents, having Managers who look after all three of our sites (along with all the other aspects of their jobs) rather than just the one dedicated Village Manager. We can spread the costs out and be more efficient this way, which ultimately benefits residents. We estimate the cost of a dedicated single-site Village Manager would add anywhere up to \$50 per fortnight per unit/ apartment in fees, more if they were expected to be 7 days per week.

At each of our sites we have administration and support staff (maintenance and domestic) who can handle most routine tasks, resident enquiries, and even unit sales. Where they can’t, they are able to refer the matter to the appropriate Manager who can address the situation. The administration staff are not management, but they represent management at that village.

Residents are always welcome to speak to any of the Managers mentioned above; just ask our administration team to assist you to do so. Each Manager also regularly visits each of our villages and shares their time and energy depending on what is happening at each village.

We also hear residents at some villages describing themselves as the “poor cousins.” We are sorry that some residents feel this way and we think it relates to the fact that head office is co-located with The Plains retirement village and aged care facility. Perhaps some residents think that this gives the residents at The Plains some special treatment. The reality is that all our Villages are run the same way, with administration and support staff providing the majority of services, backed up by head office.

So, none of our villages have a dedicated single-site Village Manager, but benefit from the expertise of a number of dedicated and skilled Managers. This has been the case at The Plains and Beth Eden since 2003 and at Janoah Gardens since 2014. Hopefully, this answers the question.



# Meet June Darvill



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

My role as Finance Manager is to ensure that Bethany uses their finite financial resources to achieve the best possible outcomes. I also provide support to the Executive Leadership Team so that they can make decisions that are fully informed about the financial implications.

I enjoy working with the friendly team at Bethany Christian Care – they have been extremely welcoming to me. I also love the interactions with residents and their families.

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

I come from a large family (I have 5 siblings) and I myself have 4 children (3 sons and 1 daughter) who have all now left school and are finding their feet in this world.

I also have 2 dogs which I love to take for walks and I enjoy curling up with a good ‘whodunnit’ novel. And as those that work with me know, I LOVE a good coffee! I am a bit of a history buff and so when I travel, I love to visit the remnants of ancient worlds. In the last few years (prior to the pandemic) I was able to visit Greece, Turkey and Egypt amongst a few other countries.

**How did you come to know Jesus?**

Jesus has always been in my life. My parents found the Lord shortly after they arrived from England when they joined the Church of Christ congregation in Warwick. Therefore, when I was born, I was born into the Church and in time I made the commitment to accept Jesus as my personal Saviour.





## Long serving staff

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

### 10 - 15 YEARS

Maria Rodel  
(Lifestyle Assistant,  
The Plains)

### 5 - 10 YEARS

Arianne Burchill  
(Lifestyle Assistant,  
The Plains)

Frazer Gumiremhete  
(Registered Nurse, The  
Plains)

Sahlee Reclamado  
(Lifestyle Assistant,  
The Plains)

Marion Hao  
(Lifestyle Assistant,  
Beth Eden)

Evelyn McNabb  
(Lifestyle Assistant,  
Beth Eden)

Maria Ahlrachs  
(Administrative  
Assistant, Bethany  
Christian Care)

Kristine Cosca  
(Registered  
Nurse, The  
Plains)

Philomena  
Murray  
(Enrolled Nurse,  
Beth Eden)

Marion Cleaver  
(Lifestyle  
Assistant, Janoah  
Gardens)



Wynnum RSL Piped Band at Janoah Gardens



Residents and guests enjoyed a wonderful Christmas concert presented by the talented residents of The Plains retirement village. The theme was "An Australian Christmas".



## Janoah Gardens Upgrade

Earlier this year we shared plans with the Janoah Gardens residents to renovate their Community Centre.

We have moved through the initial planning and consultation phase of the planned work and are now actively sourcing a contractor to undertake the work for us. We have appreciated the enthusiasm and ideas shared by many of our residents and have been able to incorporate much of the feedback provided. We will also be adopting the colour scheme chosen by them.

Once completed, the upper level of the refurbished Centre will include an open plan self-service café, a meeting room available for residents, a servery in the dining area, a new consulting room, a renovated salon and new reception and staff work areas. On the lower level there will be an upgraded kitchen adjacent to the lounge and a new library area. A gymnasium will complement the existing spa that will be refurbished.

Across the two levels, there will be a variety of seating areas available so that whether you're hoping to have a cuppa, read a book, complete a jigsaw, catch up with your friends or host a bible study group, there'll be a space for you.

We look forward to welcoming you to the upgraded Centre in 2022.



Indicative architects' illustrations



## A Christmas Poem

by Gladys Jones (Retirement Living resident at Janoah Gardens)

I love the old, old story  
Of shepherds on a hill  
Who listened to a message  
An angel told so well:  
"Fear not, I bring good tidings."

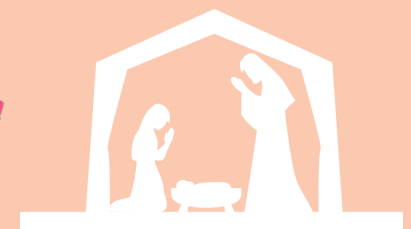
Then angel voices swelled,  
Praising God for sending  
His Son on earth to dwell.

Long ago the prophets  
Foretold that Christ would come.

This Christ is Lord and Saviour,  
He is God's beloved Son.  
The Prince of Peace Almighty,  
Brings joy to heart and mind.

Fear not, this gift is precious,  
In Him true peace you'll find.

Each Christmas now we gather  
To celebrate Christ's birth,  
Jesus Christ, Eternal,  
God's gift of priceless worth.  
Fear not His love and mercy  
Will bring new life today.  
A living hope sustains us,  
God's gift is here to stay.





## From the Board Table

### AGED CARE QUALITY STANDARDS

Three of the key themes which underpin the Aged Care Quality Standards are: “Engage,” “Empower,” and “Safeguard.” These themes are even on the mast-head of the Age Care Quality and Safety Commission’s website. Every day Bethany Christian Care seeks to engage, empower and safeguard our aged care residents.

**Engage** – This involves engaging in a partnership with our residents, their families, and other stakeholders, like allied health providers, to ensure that we are providing care and services which meet the needs, choices and preferences of our residents. It includes regular two-way communication to ensure that the care and services are tailored to each resident. This is achieved through case conferences, interviews with residents and families, regular residents’ meetings and through the feedback process. An element of this is “open disclosure,” where we commit to always telling the truth and “owning up” when things go wrong, putting in place processes and checks to improve the care and services we provide.

**Empower** – This involves ensuring that residents and their representatives have a voice in the decisions regarding the care and services that the resident receives. It includes providing residents and alternative decision makers with all the information that they need to make informed decisions about the care and services we provide. An element of this is “dignity of risk,” where residents or their families can make informed choices to assist the resident to continue to live as independently as they can and to live the way they choose.

**Safeguard** – This involves not only the physical safeguarding of our residents but emotional, spiritual, and cultural safeguarding. It includes making sure that the care and services we provide align with the needs, choices and preferences of the resident. An element of this is “cultural safety,” ensuring that the resident’s identity, culture and preferences are respected.

Ross McCorkell  
Chairman





## Reflection by Bonnie Seip, Chaplain.

For many of us Christmas is about hospitality and welcome. Having friends and family stay or come over for celebrations during the Christmas season.

It can be a very busy time, potentially intensified this year as we have been somewhat restricted in big gatherings due to the pandemic and you might be craving these activities.

We often rearrange and clean our houses in preparation for special guests. We may have to squeeze in our visitors when we don't have much room.

A bit like 2000 years ago when there was no room in the Inn when Jesus was about to be born. Sometimes there's not much room for Jesus in our Christmas or our lives generally. Lots of important things take up that space. Our lives can be overcrowded

with activity, information and general busyness.

For the best Christmas ever, the most important thing is to make room in our heart to receive Jesus. No matter how busy we are, no matter how many distractions or things occupy our minds, we can make space to welcome Jesus, our Saviour, Emmanuel-God with us.

Who will you make room for this Christmas?



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