

# Newsletter

DECEMBER 2022 • 52ND EDITION



**MERRY  
CHRISTMAS**  
to everyone in the  
Bethany Christian Care Community



 **bethany**  
Christian Care

# From the CEO



## Aged care sector financial update

I think it is important to let members of the Bethany Christian Care community know the clear facts about the financial situation in the aged care sector.

I hope it helps to further a conversation within our society about how to pay for residential aged care.

At present, many aged care providers are paying to care for older people. This is confirmed by the Commonwealth Government advice that the residential aged care sector lost \$854M in FY21.

Since then, the most recent data from Stewart Brown (an accounting firm that carries out an Aged Care Financial Performance Survey incorporating detailed financial and supporting data from more than 1,300 aged care homes) shows that every surveyed financial indicator for the aged care sector got worse in FY22 and 67% of mature (that is, fully operational) aged care homes recorded an operating loss (see below).

Like most other aged care providers – small and large alike – Bethany Christian Care made a loss on our aged care operations in FY22.

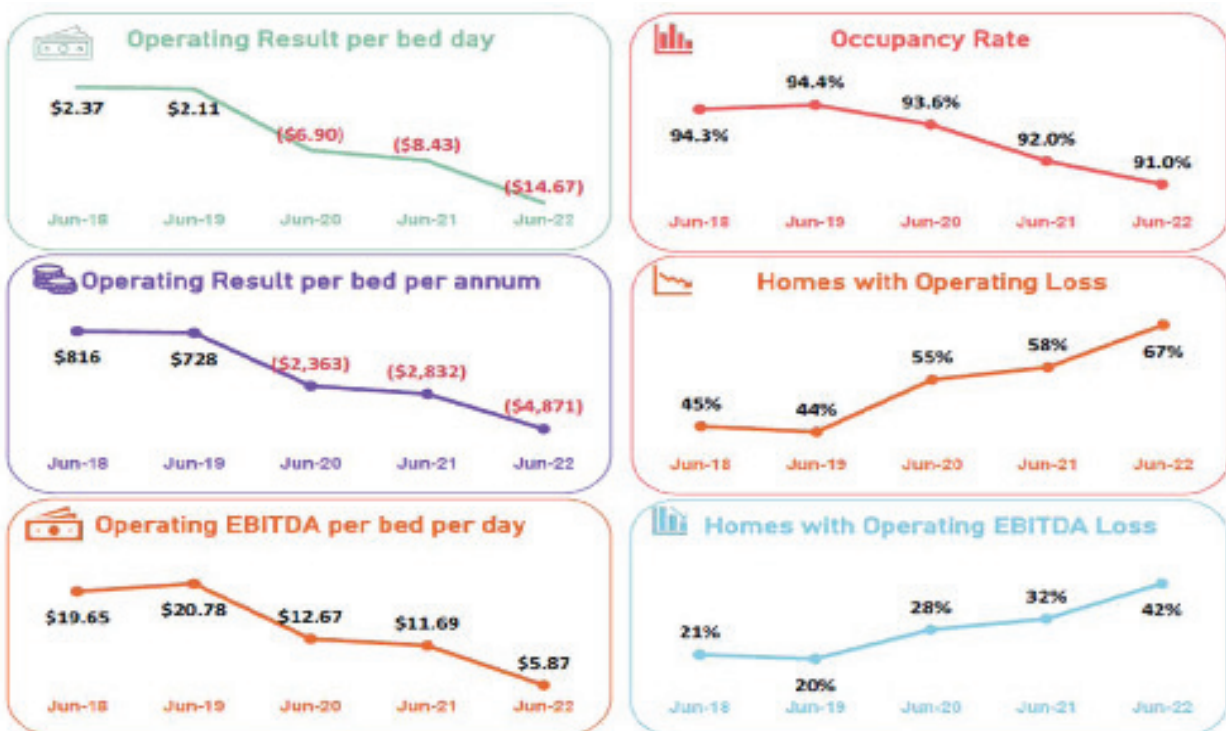
There is no easy answer to how best to fund aged care. The Commonwealth Government does not have spare money, voters don't like the idea of paying more taxes, no-one likes to pay more for something, and reducing the level of care is not an option.

Economist Herbert Stein's law says: *"If something cannot go on forever, it will stop"*. The aged care sector cannot make massive financial losses forever.

Before we get to that point where the aged care sector "stops", I think as a society we should discuss what is a fair way to pay for this essential service. This conversation is especially urgent given that the number of older people in Australia is forecast to grow in the next decades.

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





# New Code of Conduct for Aged Care

From 1 December 2022 there will be a Commonwealth Government mandated Code of Conduct for Aged Care (Code).

The Code describes how aged care providers, their governing persons (e.g., Board members and CEO) and aged care workers must behave and treat people receiving aged care services.

The Aged Care Quality and Safety Commission has the power to deal with behaviour that does not meet the Code.

The Code is consistent with Bethany Christian Care’s current policies and procedures, and aligns with how we currently operate.

The Code says that when providing care, support and services to residents, I must...



**Respect your rights** to express yourself and make your own decisions about how you want to live



**Act with integrity,** honesty and transparency



**Treat you with dignity and respect** and value your diversity



**Take action promptly** about matters that may impact on the safety and quality of your care



**Respect your privacy**



**Provide safe care** free from all forms of violence and abuse



**Provide high quality care** in a safe and competent manner



**Prevent and respond** to all forms of violence and abuse



# Meet Tina Smith



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

I was born and raised in New Zealand. The youngest of 5, my dad was a Prison Officer in a low security prison.

We lived and were raised in the Village, which was surrounded by land that was farmed by inmates providing produce for the prison.

I have so many wonderful memories of growing up in this environment. One that comes to mind is the inmates building go-carts for the village kids.

I came to Australia on the eve of Christmas of 1986 and have made Australia home. I am blessed to have 4 children aged between 23 and 33, all have been born and raised here in Brisbane.

They have given me 4 beautiful grandchildren, with the eldest turning 5 next month and the youngest being 6 months!

## How did you come to know Jesus?

I attended a youth group in an Assemblies of God church in the city of Hamilton, New Zealand.

I gave my heart to the Lord in an altar call at the age of 16. Following this, I was baptised in the same church.

In this very small world we live in, the Pastor of that church in New Zealand was unknown to me moving into the retirement village at The Plains.

He has since passed away but his wife is a resident here at The Plains today!

## Can you tell us a bit about your time here at Bethany Christian Care?

I have worked here at The Plains for 16 years in Domestic Services. The facility had only been operating for 3 weeks when I started so it was new for everybody. But what an absolute honour it has been.

I have met so many wonderful people God has brought across my path. I don't believe there is coincidence when it comes to the things of God. I believe he has placed the people I have met, and continues to work in my life for so many reasons.

I remember driving past this vacant piece of land and happened to notice a sign saying that that the site was a proposed aged care!

My Mum was visiting at the time from New Zealand. She and I prayed for favour that maybe one day I could work here.

Later, I drove past again and was amazed to see that the facility was complete and that there was also another sign out advertising for staff. It goes without saying, I did call the number on the sign!

God is so good, kind and gracious in ALL things. No matter how big or small, he always honours his word!



# Highlights from the Lifestyle Supervisors

## BETH EDEN

Wow, what a great year we've had here at Beth Eden! A great range of activities have been enjoyed throughout the year, such as BBQs, High Teas, Themed Day Celebrations and crafts.

The support we have received from Nima, our chef and her team, with their culinary delights, has made our events a real hit! Our chicks and chickens were very much enjoyed and, thanks to Ray, the chickens were very well looked after and loved.

There is no doubt that Beth Eden will be missed and remembered fondly by all who have worked and lived there.

Thank you to all of the team for their support which made this a really great year, and to all our residents for being such a pleasure to serve!





## JANOAH GARDENS

The Janoah Gardens residents have enjoyed a variety of activities during the past few months. We had many entertainers perform to give smiles and provide music to our residents. We had fun themed lunches, like a Tropical lunch theme, provided by the CaterCare kitchen team.

We played games, like a balloon game and virtual quiz where we competed against other aged care facilities across Australia. The ladies and mens social group enjoyed a delicious morning tea.

We also made pumpkin pie for cultural celebration and the residents also enjoyed gardening and knitting outdoors.



## THE PLAINS

Over the last few months, the residents of The Plains have been busy celebrating our Ekka event, which ran for a week and included a resident art exhibition and a fun day with fairy floss and dagwood dogs.

The week finished off with a visit from the Alpacas from Mountainview Alpaca Farm.

The Indian cultural week included an Indian inspired pamper tent, as well as a wonderful dance performance from our talented staff.

Residents enjoyed a recent trip to a nursery in Capalaba called *Indigiscapes* where we stopped off for lunch and a stroll through the lovely gardens.

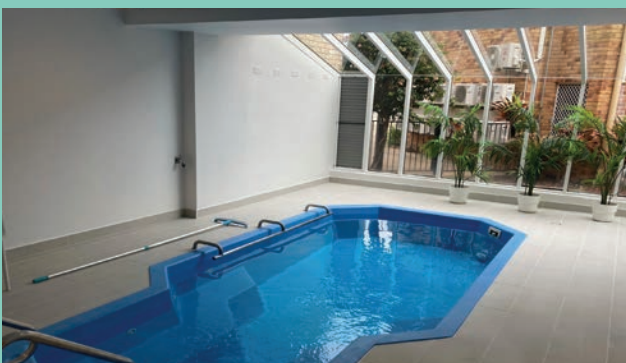


# Janoah Gardens Renovation

After months of having builders on site, the renovations to the retirement village community areas at Janoah Gardens are now complete.

The updated spaces now include a new resident gym with specialist equipment, and a renovated indoor pool.

The feedback from residents, staff and visitors has been very positive.





# Resident Thoughts about Beth Eden

## Letter from Ruth

I was sorry to hear the place was closing down.

I've enjoyed living here at Beth Eden. It has a lovely atmosphere and I felt at home.

The carers have been all very nice and helpful.

I've particularly enjoyed morning devotions, it has been a good start to each day.

I am aware that not too many places get to start their day with a morning devotion like we have here.

The concerts are another thing about Beth Eden that I have appreciated over the years.

One of my fondest memories is the day when most of the staff came dressed in the traditional clothing from their country of origin.

One of our residents, Robert, was greatly involved with the organising of this wonderful event, alongside Julie.

Overall, my time here at Beth Eden has been enjoyable.

Thank you all and God Bless you.

## Beth Eden experiences from Beryl

After my latest hospital stay I was brought to Beth Eden for respite care and from there, permanent residency. I hated the thought of relinquishing my independence but common sense prevailed.

With the loving care provided by the staff, I knew that this was the best place for me. It provided peace of mind for my children, knowing that all my needs were being provided for.

These sixteen months have been filled in many ways. Some of my favourite past-times are our group physiotherapy exercise classes, which take place on Fridays in the hall.

We were given a thorough workout - most invigorating!

Chair bowls is another one, a lovely way to spend a morning!

I also had the privilege of reading to the other residents in a large group setting, a book that a friend had lent me, "Women of the Outback", which I found inspiring, interesting and am proud of these women who blazed a trail for future generations. I was happy to share this book with the other residents.

As I look back across the years, I realise that I have been truly blessed.





# Beth Eden - House of Pleasantness

by Joyce Bartholomew  
(Resident at Beth Eden)

How true the name they chose,  
When those for whom the years have flown  
Find here a sweet response

For here you wake to a soft sunrise  
And maybe the sound of a bird  
No roaring traffic, no clanging bells  
No rattle of trams can be heard

If years have worn your body out  
A nurse will come by your side  
Capable, kind and ready to help  
To her, any pain confide

What will you do in the coming hours?  
It's your choice as you face the day  
Would you like to talk to your God in heaven?  
Go first to devotions and pray

There are books to read - different games to play  
Sweet music and videos too  
Sometimes there's a shopping trip in a bus  
Always something you'd like to do.

Groups of dear people will come to present  
Lovely concerts of various kinds  
With their voices and instruments  
they always bless  
And leave joy and smiles behind.

When you've nothing to do, Do go for a walk  
The Beth Eden grounds are superb  
Such glorious trees, some brilliant with flowers!  
Tiny wildlife you might just disturb

Then the river flows by in its beauty and calm  
Sit and gaze at a boat paddling past  
A House of Pleasantness I know you will find;

Joy and peace be yours, and will last.



**GLORY TO GOD  
IN THE HIGHEST,  
AND ON EARTH  
PEACE, GOOD WILL  
TOWARDS MEN**

**LUKE 2:14**



## Long serving staff

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

### 10 - 15 YEARS

Naki Mehau  
(Domestic Services Assistant, Beth Eden)

Julie Ponge  
(Lifestyle Assistant, The Plains)

Donna Joaquin  
(Lifestyle Assistant, The Plains)

Geoff Greenaway  
(Maintenance Officer, Beth Eden)

Grace Sanchez  
(Registered Nurse, The Plains)

### 5 - 10 YEARS

Emma Burgos-Antao  
(Lifestyle Assistant, The Plains)

Lalaine Cabunoc  
(Registered Nurse, The Plains)

Sue Weller  
(Clinical Governance Advisor, The Plains)

Alphonse Bulimwengu  
(Lifestyle Assistant, The Plains)

Jeanelyn Mills  
(Lifestyle Assistant, Janoah Gardens)

Edward Serrano  
(Lifestyle Assistant, The Plains)



## Christmas at Bethany Christian Care

Volunteers enjoyed a Christmas Lunch at The Plains to thank them for their service.



Residents at Beth Eden enjoyed a special performance by the Brisbane Male Festival Voice Choir at a Christmas Garden Party.





## From the Board Table

### FEEDBACK FROM RESIDENTS

Feedback from our residents and their families is an important and useful tool for the Board to know how Bethany Christian Care is performing.

There are a number of ways that the Board receives such feedback:

- Many Board members have family members and close friends who are residents at Bethany Christian Care, and receive informal feedback from them and when they are visiting Bethany Christian Care sites.
- Each year we survey every aged care resident (or their representative) to get their feedback on the care and services we provide – the Board receives summaries of this feedback.
- The Board gets regular summaries of all feedback and complaints received from residents, families and staff

Specific feedback addressed to the Board is passed on to us by the CEO.

From 1 December 2023 new regulation takes effect, designed to enhance the linkage between aged care boards and aged care residents, by establishing consumer advisory bodies.

Under the new regulation, every 12 months, aged care providers must write to all care recipients and their representatives to seek interest in establishing one or more consumer advisory bodies.

An advisory body must give the board feedback about the aged care provider’s quality of care for each of its services.

If a consumer advisory body is established, the board must:

- Consider the advisory body’s feedback when making decisions about the quality of care; and
- Write to the advisory body about how its feedback was considered.

The Bethany Christian Care Board looks forward to the establishment of consumer advisory bodies.

# From the Board Table continued...



## OUR CORE IDEAS

The Board held three strategy days this year. These were blessed and useful times for the Board to consider the “big picture” of Bethany Christian Care.

As a result of those strategy days, the Board adopted the following “Key Ideas” for the organisation.

PURPOSE	MISSION
<p><b>Why do we exist?</b></p> <p>To serve and honour the Lord Jesus Christ by serving older people and partnering with local churches.</p>	<p><b>What do we seek to do?</b></p> <p>To enable older people to experience abundant lives through authentic Christian care, support and communities.</p>

## VALUES

 <p><b>Virtue</b> Decency and honesty</p>	 <p><b>Acceptance</b> Forgiveness and impartiality</p>	 <p><b>Love</b> Compassion and gentleness</p>
 <p><b>Understanding</b> Empathy and sensitivity</p>	 <p><b>Excellence</b> Quality and diligence</p>	 <p><b>Serving</b> Humility and kindness</p>

## TAGLINE

**How do we summarise the key ideas?**

Godly care, abundant lives

## KEY BIBLE VERSE

**What inspires us?**

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

John 10:10



## Hope by Bonnie Seip, Chaplain.

When we experience loss over time we can start to feel hopeless. Loss comes in many forms; loss of relationship, loss of independence, death or simply just change.

Hope is vital when managing life's problems and key to having resilience when faced with life's obstacles.

I love the account in the bible of when the shepherds were out in the fields looking after their sheep and the angel of the Lord appeared to them to bring the good news of Jesus' birth.

The shepherds were outcasts, living in a secluded and some might say hopeless world.

The news of God was not to the elite or religious, the good news was to these outcasts. The good news of great joy is for everyone.

*"Do not be afraid. I bring you good news of great joy that will be for all the people. Today in the town of David a Saviour has been born to you; he is Christ the Lord. This will be a sign to you: You will find a baby wrapped in cloths and lying in a manger"* Luke 2:8-20

The hopelessness in this world has been overcome by the Saviour, Christ the Lord, who brings salvation, hope, and joy, and who was revealed to the lowly shepherds. That message is truly great joy for all.

How wonderful is it that as a faith-based organisation we have the opportunity to be hope bringers to seniors in our community who can sometimes be unfairly perceived as outcast from society?

*"Here's another way to put it: You're here to be light, bringing out the God-colours in the world. God is not a secret to be kept. We're going public with this, as public as a city on a hill. If I make you light-bearers, you don't think I'm going to hide you under a bucket, do you?"* Matthew 5:14-16  
MSG

How might you bring hope to those around you this Christmas?

