



ANNUAL REPORT

70TH EDITION

2019



OUR BOARD



Ross McCorkell^o
CHAIRMAN



Trevor Yarrow
DEPUTY CHAIR



John Melville
TREASURER



Simon Fawssett
SECRETARY



Sonya Blair^{oo}
BOARD MEMBER



David McKee^{ooo}
BOARD MEMBER



John Skinner
BOARD MEMBER



Kent Gellatly
BOARD MEMBER

^oChairman from 4 October 2018

^{oo}From 3 September 2019

^{ooo}Retired 20 September 2019

OUR MANAGEMENT



Bruce Curtis^{*}
CHIEF EXECUTIVE OFFICER



Michael Harding^{**}
OPERATIONS MANAGER



Francois Oosthuizen
FINANCE MANAGER



Wayne Mills^{***}
CARE MANAGER
The Plains



Jodie Shannon
CARE MANAGER
Beth Eden



Cheryl Targett
CARE MANAGER
Janoah Gardens

^{*}CEO until 17 April 2019; Executive Director from 18 April 2019 - November 2019

^{**}Acting CEO from 18 April 2019 - 20 October 2019

^{***}Care Manager until 5 August 2019; Linda Lau Acting Care Manager from 6 August 2019

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THE LATEST!

Our new CEO
(from 21 October 2019)



Rohan Reid

CHAIRMAN'S REPORT



As is well known, our organisation's day-to-day operations revolve around care. In terms of the kind of care we want seen in our Facilities, it is, as per our mission statement, "loving Christian care". Of course, being a human enterprise, and despite the best efforts of our people, we don't *always* hit the mark. The reality is that no care provider anywhere, Christian or otherwise, will ever be perfect in its care.

This is in stark contrast to the flawless care promised and delivered by our God. We can utterly rely on His care irrespective of our circumstances, including, as 1 Peter 5:7 reminds us, when we have our own 'anxious cares': "*Casting all your care upon Him for He cares for you.*" Psalm 55:22 conveys a similar message: "*Cast your burden on the Lord, and He shall sustain you...*"

Those two Bible texts remind us of this consoling and strengthening truth: our God both *cares* for us, and *sustains* us, no matter what!

So against the backdrop of our own fallibility in care provision, the care of our God never fails.

Looking back upon 2018/ 19, 'anxious cares' arose for us on a number of fronts during the year, but His care has brought us through. We thank Him for His faithfulness.

While this is my first report as Chairman, it would be hard to imagine a more difficult year for the aged care sector. Unsurprisingly, Bethany Christian Care has been caught up in the maelstrom in various ways. To 'paint the picture' for you, the year 2018/ 19 has seen:

- unprecedented media scrutiny of the sector, with reporting of 'bad news' aged care stories a regular feature;
- commencement of the Aged Care Royal Commission, which, while fully supported by Bethany Christian Care, imposed heavy pressures (associated with the Commission's pre-hearings reporting requirements) on our senior management;
- erosion of public confidence in the sector, through evidence brought before the Royal Commission;
- commencement of the Aged Care Quality and Safety Commission (the sector's new 'policeman'), with its tougher regulatory approach;
- release of the new Aged Care Quality Standards, the 1 July 2019 introduction of which required huge preparatory work by our people from the beginning of this year;

- the new Standards' imposition upon governing bodies (in our case, the Board) of major and far-reaching accountabilities; and
- non-compliance (now fully rectified) at Janoah Gardens in April 2019, and the prominent mention of this (along with 15 other Facilities across the state) in 'The Courier-Mail'.

In addition, we were required to respond to the stepping-down in April 2019 of our long-serving CEO Bruce Curtis (albeit he has been redeployed in the organisation for a time, pending his retirement). Operations Manager Michael Harding is acting in the CEO position pending appointment of a replacement for Bruce.

Nevertheless, despite the above challenges, I am pleased to report:

- evidences of God's presence, power and blessing as we continue our efforts to prioritise 'the spiritual' in all that we do;
- mostly-positive tracking of key performance indicators such as clinical/ care standards and resident/ staff satisfaction;
- maintenance of full accreditation of all three of our aged care facilities (albeit, as previously mentioned, a quickly-rectified 'hiccup' occurred at Janoah Gardens);
- lodgement (in early-June 2019) with the Ipswich City Council of an application for Development Approval for our aged care/ retirement living development at Redbank Plains South (on a site adjacent to Christian Community Ministries' Staines Memorial College, and in the 'Greater Springfield' growth corridor to the south-west of Brisbane); and
- sound financial performance (albeit significantly down from recent years').

Notable issues receiving ongoing Board attention include:

- ageing infrastructure at Beth Eden and Janoah Gardens;
- finessing the Board's response to the previously-mentioned accountability requirements now imposed upon governing bodies under Standard 8 of the Aged Care Quality Standards. These new requirements are a 'game changer' for boards in the aged care sector, and we thank Bruce Curtis for his work (since stepping down as CEO) in readying the Board for this new governance paradigm; and
- greater rigour in risk management and analysis/

probing of CEO reporting, following the 'raising of the bar' by regulatory authorities (particularly seen in a more stringent auditing approach by the Aged Care Quality and Safety Commission).

Also, while most of our 'independent living' and 'aged care' accommodation has enjoyed pleasing occupancy levels, concerted action continues with a view to improving performance in weaker areas.

Of course, good outcomes are the product of a *team* effort, and we pay tribute to:

- our dedicated staff – without them, irrespective of their level and work category, we would neither be delivering services nor engaging in Christian ministry. As I write, our whole team is responding to the challenge of the new Standards' emphasis on consumer focus/ engagement;
- our care management team – without the expertise of our care managers and their support personnel, we would lack the clinical leadership so necessary for quality and consumer-focused care outcomes;
- our senior management team – the leadership and direction of CEO Bruce Curtis (up to 17 April 2019 when he stepped-down from the position – more will be mentioned about Bruce's record of service upon his retirement, after cessation of his current engagement in the organisation as a Board representative), Acting CEO (normally Operations Manager) Michael Harding, and Finance Manager Francois Oosthuizen, have been crucial; and
- my fellow Board members - while we as a Board have been challenged to the core over the past year, we continue to strive, in dependence upon God, to provide the organisation with good governance in an era when good governance has never been more important in aged care.

Special mention should be made of the contribution of our wonderful band of volunteers. They do "make a difference", and we thank them for enriching the lives of our residents and giving of their time and talents to assist in operational areas.

Then there are those who donate to our Pastoral Support Fund. We thank Assemblies and individual Christians – even some residents and staff – who have been generous donors to this Fund, the purpose of which is to financially support our pastoral/ spiritual endeavours (for which we receive no government funding). Gifts totalling \$5,860 were received during

2018/19, compared to \$6,130 the year before.

Our Pastoral Support Officer continues to visit each Facility to bring God's Word to residents, and is ably assisted in his activities by a dedicated team of (mostly on-site) pastoral volunteers. Indeed, *all* Christian residents and staff play an important role in maintaining ongoing witness for the Lord, and spiritual care to those who are His. Notwithstanding the individual and collective efforts of all involved, the need is great, and we are always delighted when the Lord raises up others to help in our ministry for Him.

We want to thank our many stakeholders (comprising residents, their relatives, staff and volunteers) for choosing to be part of the Bethany Christian Care family. If you are new to our family, *welcome!* If you are a resident, we are truly *honoured* that you have chosen one of our Facilities as your "home". To use the language of the new Aged Care Quality Standards, you are a '*consumer*' (although we have opted to still use the more personal term 'resident!'). Please be assured that we wholeheartedly embrace the requirement, under the new Standards, of placing *you* at the centre of everything we do!

In conclusion, please join with the Board and management in praying that:

- God will richly bless all associated with Bethany Christian Care – His presence and help are crucial to the well-being of so many of our people;
- He will continue to protect and prosper our ministry – it is *His* work, and we are but *His* servants;
- the love of Christ will pervade each Facility - and that people's lives will be touched accordingly;
- we – Board and management – will continue to rest, in faith, upon God, and enjoy His guidance and empowerment;
- the ministry's outcomes in the year ahead will glorify Him; and
- we will be able, under God, to develop our Board/ management capacity in response to the quantum leap in demands/ complexity in the aged care space.

On behalf of the Board



Ross McCorkell
Chairman
Bethany Christian Care

1 September 2019



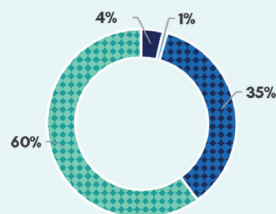
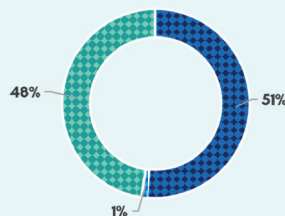


FINANCIAL SUMMARY

(AS AT 30 JUNE 2019)

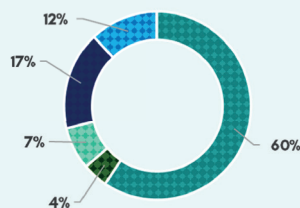
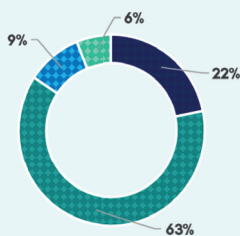
ABRIDGED BALANCE SHEET

	2019	2018
WHAT WE OWN	\$ '000s	\$ '000s
Financial Assets	66,552	61,344
Receivables	1,428	890
Property, Plant & Equipment	61,474	62,424
Total Assets	129,454	124,658
WHAT WE OWE	\$ '000s	\$ '000s
Payables	3,093	2,786
Employee Entitlements	603	566
Accommodation Bonds	29,451	28,595
Ingoing Contributions	49,841	49,327
Total Liabilities	82,988	81,274
TOTAL NET ASSETS	46,466	43,384



ABRIDGED INCOME STATEMENT

	2019	2018
WHAT WE EARNED	\$ '000s	\$ '000s
Residents	4,696	4,865
Government	13,506	13,995
Other Income	2,052	1,857
Loan Income	1,314	1,326
Gross Revenue	21,568	22,043
WHAT WE SPENT	\$ '000s	\$ '000s
Nursing & Other Staff	10,976	10,423
Food	809	767
Domestic & Catering Staff	1,347	1,321
Other	3,151	3,104
Depreciation	2,202	2,197
Total Operating Costs	18,485	17,812
SURPLUS/ DEFICIT FOR YEAR	3,083	4,231





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REDBANK PLAINS SOUTH

(Proposed - Aged Care Facility/ Retirement Village)

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REDBANK PLAINS SOUTH QLD 4301

✉ bethany@bethanycc.org.au

OUR VISION

'Serving and honouring the Lord Jesus Christ by serving our senior citizens'

OUR MISSION

'By God's grace, to provide loving Christian care (which is holistic, person-centred, non-discriminatory and excellent), covering the full spectrum of seniors' accommodation and care needs'

LIKE MORE INFORMATION?

Please:

- Go to our website; or
- Ask our office (phone 3737 5080) for our '*Information Booklet*' which provides comprehensive information on Bethany Christian Care, its Facilities, and its services.

TO BENEFIT OUR RESIDENTS

- Donations are tax-deductible.
- We are thankful for bequests.
- We have a Pastoral Support Fund (for gifts/donations).

