



Janoah Gardens' self-serve Cafe

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**CEO'S MESSAGE**

Since 2009, a sizeable section of one wall in my office has been given over to a large collection (in collage form) of photos of residents. (The below photo will give you an idea of what it looks like.)



My reason for assembling and displaying this photographic collage was very simple: I wanted to remind myself, every working day, of what my job is really about – *people* (or, to be more specific, the people our organisation accommodates and/or cares for).

As I reflect upon it, hundreds – actually, it'd be in the thousands - of residents have sheltered under the 'rooves' of Bethany Christian Care in my nearly 23 years in the job.

It struck me many years ago that without our residents, I have no job! And, as I often tell them, this equally applies to every staff member.

So, yes, our organisation is not about products or consumables, but about people. Which brings me to another reality of which I often remind myself, namely that every single one of those people - residents, relatives, staff and volunteers - are souls for whom Christ died. That adds another dimension to my job, going,

as it does, to the heart of our organisation's reason for being.

All of this fits hand-in-glove with the fundamental *person-centredness* philosophy of the new Aged Care Quality Standards which come into effect on 1 July 2019. One cannot read the new Standards without noticing the oft-repeated obligation upon aged care providers to identify and meet the needs and preferences of the consumer. This takes us a long way beyond the *process* focus of the existing Accreditation Standards.

Now, in common with most providers, we've always tried hard to be consumer-focused (and, I think, with some success), but we're going to have to do it *better*, and in a more *systemised* and *demonstrable* way (eg for review by regulatory authorities).

Another key focus of the new Quality Standards is the accountability of organisations' 'governing bodies' (in our case, the Board) to lead a culture of safe, inclusive and quality care/ services. For Bethany Christian Care's part, our Board, long ago, adopted a contemporary governance model enshrining the principle of accountability for organisational performance, with that accountability having extended, for some years now, to '*clinical governance*'. However, the new Standards specify – and, of course, *regulate* – what is required, and obligate Boards to lead in a more tangible way. Expect to see – even in our newsletters, starting with *this* edition – more reference to the Board and the important governance role it plays in the organisation.

We are currently hard at work in transitioning

to the new Standards. There's a lot to do!

Thank you for your support and prayers as we negotiate our way through the many changes on our plate, not only in 'aged care' but 'retirement villages' also.

It's going to be a big year!

Kind regards

Bruce Curtis  
CHIEF EXECUTIVE OFFICER



## AGED CARE ROYAL COMMISSION

You will notice references in this newsletter to 'unavoidable delays' or 'other priorities'. Well, the Royal Commission is one of the chief contributors!

Our all-consuming preoccupation, since just before Christmas and right up to 8 February, has been the preparation of our responses - one for each Facility - to the Commission's request for information. This request was made of all aged care providers.

In the end, our responses took up a total of 100 pages - most of which consisted of tightly-typed text.



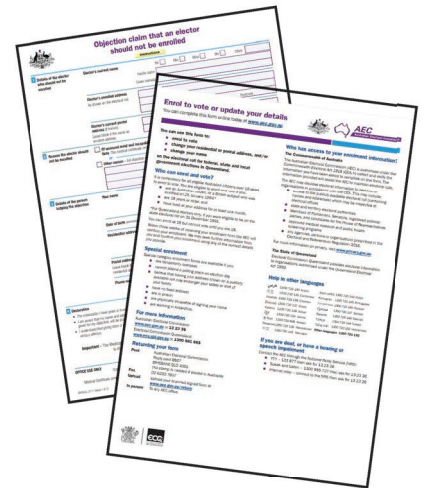
## PRAYER POINTS



- Maintenance of tangible Christian atmosphere at all campuses.
- Redbank Plains South development.
- Response to ageing infrastructure, Beth Eden and Janoah Gardens.
- Board/ Senior Management succession.
- Response to regulatory changes - principally, the new Aged Care Quality Standards.
- Recruitment of good, caring staff who can outwork our Christian philosophy.
- Preservation from harm and the attacks of Satan.

## ELECTORAL ROLL

Just a reminder, in view of the upcoming Federal election, that if you or your loved one are unable to vote, and your/ their name is still on the electoral roll, the procedure for removal of the name is to complete an official government form entitled "Objection claim that an elector should not be enrolled". Another form, "Enrol to vote or update your details", should be completed for updating an enrolment. (Our office has some spare copies of these forms.)



## THE PLAINS - OUTSTANDING WORK

Other priorities have also caused delays in completion of still-outstanding rectification work in the wake of The Plains improvement project.

To recap, this work includes modifications to two kitchens, restoration of central courtyard access to rear houses, and rectification of sightline issues around some nurses' stations.

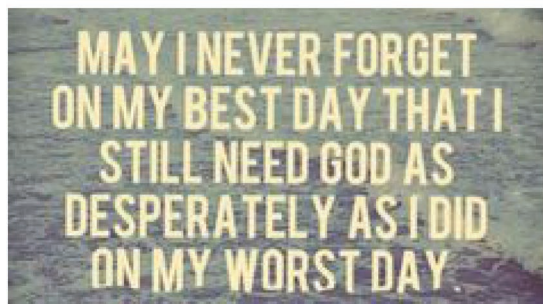
Action can be expected in the not-too-distant future.



## JANOAH GARDENS AGED CARE FACILITY IMPROVEMENTS

This project has been unavoidably delayed due to the intrusion of other priorities.

'Watch this space' for details of the scope of this project.



## JOKE CORNER

Q. What's the best thing about Switzerland?  
A. I don't know, but the flag is a big plus!

Q. Why do we tell actors to "break a leg"?  
A. Because every play has a cast.

Q. How does Moses make tea?  
A. HE BREWS it.



# FROM THE Board Table

As mentioned in the CEO's 'Foreword', the new Aged Care Quality Standards require a much greater consumer focus, which includes assessing and demonstrating consumer satisfaction.

Inclusivity, diversity and multi-culturalism are prominent themes, with the clear stipulation that aged care providers must facilitate the needs/ preferences/ choices of *all* residents.

These regulatory developments recently led the Board to review the wording of the organisation's Mission and Vision Statements, Philosophy, Goals etc. (as set out in our "Who We Are" document). This review identified a need to incorporate therein the concepts of 'person-centredness' and 'inclusivity.' After all, in relation to 'person-centredness', we seek to 'bear one another's burdens' (Gal. 6:2), and, in relation to 'inclusivity', the Lord Jesus Christ's 'mission of love' embraced *everyone* - without exception! At the same time, the Board was insistent that amendments should not 'dilute' (or be seen to dilute) the 'Christian' focus which has been part of the organisation's 'DNA' since its inception way back in 1949.

The result was a re-worked Mission Statement and some relatively-minor tweaks to other statements forming part of our "Who We Are" document.

Reproduced on the right is the revised "Who We Are" document as approved by the Board:

## WHO WE ARE

BETHANY CHRISTIAN CARE is a non-profit organisation operating under Letters Patent pursuant to the *Religious, Educational and Charitable Institutions Act 1861-1967* and registered as a charity with the Australian Charities and Not-for-profits Commission.



### 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.



### Our VALUES

- V** VIRTUE
- A** ACCEPTANCE
- L** LOVE
- U** UNDERSTANDING
- E** EXCELLENCE
- S** SERVING

### Our Philosophy

We are committed to quality, holistic care consistent with the words of Christ: "I have come that they may have life, and that they may have it more abundantly." (John 10:10)

Further, "bearing our residents' burdens" lies at the heart of our care provision. "Bear one another's burdens and so fulfil the law of Christ." (Galatians 6:2)



## JANOAH GARDENS UNITS

At Janoah Gardens, we have seen larger numbers than normal of long-tenure residents exiting their units, and this, together with various other factors, has created a 'spike' in vacancies.

Janoah Gardens, at least for the time being, has been *exempted* from a recent increase we made to our retirement village exit fees. At 5% per year over five years maximum, Janoah Gardens has the *lowest* exit fees around!



# Meet the Board

The Board is responsible for *governance*, which includes accountability for the organisation's strategic direction, broad policy, and overall performance.

At a *Facility* level, the Board's role includes leading a culture of safe, inclusive and quality care/ services.



**ROSS MCCORKELL**  
CHAIRMAN

Our new chairman Ross McCorkell joined the Board in 2017. For almost 20 years he has had significant exposure to aged care and retirement living through his successful business, specialising in the supply of furniture and equipment to these sectors. He brings his business management skills and an entrepreneurial outlook to the Board.



**TREVOR YARROW**  
DEPUTY CHAIRMAN

Trevor, a business owner since 1980, brings to the Board table customer service skills and, as an employer, human resource management experience. As a member of Kuraby Christian Church, which convenes a monthly service at The Plains, he takes a deep interest in residents and their well-being.



**JOHN MELVILLE**  
TREASURER

Bethany Christian Care's Chairman for 13 years until 2018, John is a qualified accountant and successful businessman. He brings high level management, finance and business skills, as well as recognised Christian leadership, to the Board.



**SIMON FAWSSETT**  
SECRETARY

Simon has over 20 years' experience in the healthcare and human services sectors, more recently at top executive level in the 'seniors' living space. He brings to the Board table skills in strategic planning, healthcare information technology, project management, change management and quality assurance and compliance, backed up by a *Masters in Business Administration (majoring in Health Services Management)*.



**DAVID MCKEE**  
BOARD MEMBER

David has combined his advanced electrical qualifications and his passion for education and innovative learning to forge a long (38½ years, to date) and successful career in Queensland's TAFE system. He holds a *Masters in Learning Innovation* and *Bachelor of Education*.



**JOHN SKINNER**  
BOARD MEMBER

John is an engineering manager who has worked in the medical device industry for over 18 years. He brings his general knowledge of the medical sector, experience as a manager and understanding of risk management to the Board. He has a *Bachelor of Engineering (Medical)* degree.



**KENT GELLATLY**  
BOARD MEMBER

Kent currently works in the Superannuation Department of Suncorp Bank, and is also a board member of the Suncorp Group Employee Council. He has over 20 years' experience in the banking sector, in departments as diverse as Lending, Business Development and Treasury. He holds a *Bachelor of Business Degree (Finance & Banking Major)*.

## CHARTER OF AGED CARE RIGHTS

The Government has announced the replacement of the current 'Charter of Care Recipients' Rights and Responsibilities' with a new 'Charter of Aged Care Rights'.

To quote from the Department of Health's release statement, "the 'Charter of Aged Care Rights' is easy to read and focuses on high-level consumer rights. The new Charter will make it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service."

From 1 July 2019, we as an aged care provider must give consumers (the Government's new language for residents/ representatives) a copy of the new Charter signed by us, and (to again quote from the Department) "ensure that the consumer or their authorised person has been given a reasonable opportunity to sign" it.

Then, between 1 July and 30 September 2019, we must implement this same process for existing consumers.

Commencing now, the Department requires us "support staff to understand the new Charter" and "support care recipients and their families, carers and representatives to understand what the changes mean for them".

To that end, we have, as a first step, reproduced the new Charter below. Please don't hesitate to ask us if you would like further explanation of any aspect of the Charter.



## DEVELOPMENT - SOUTH REDBANK PLAINS

Other priorities have also caused us to lightly 'apply the brakes' to this project.



Nevertheless, planning/ design is well advanced, and it should not be long before we are able to lodge a Development Approval (DA) application with Ipswich City Council.

## WI-FI

We apologise that the intrusion of other priorities (chiefly regulatory-related) has delayed the long-promised wi-fi project.



Some residents are eagerly awaiting, not only the advent of wi-fi, but details of the 'deal' we will be offering residents.

Operations Manager Michael Harding, who has carriage of this project, has committed to fast-tracking it.

Preliminary work (chiefly, hardware configuration) by Intuit (our IT contractor) is taking place as this newsletter goes to print.

Beth Eden already has wi-fi. In relation to *Janoah Gardens*, wi-fi to the aged care facility (which has its own cabling) is being considered as part of an improvement project. In view of the imminent roll-out of NBN, it is not viable for us to offer telephone and internet services to Unit and Serviced Apartment residents - they will be able to select their own preferred provider.



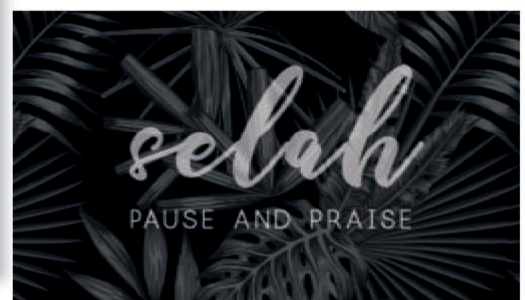
Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

I have the right to:

- safe and high quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services;
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated.



## LET GOD USE YOU TODAY

Written by [crosswalk.com](http://crosswalk.com)

*Even when I am old and gray, do not forsake me, my God, till I declare your power to the next generation, your mighty acts to all who are to come. - Psalm 71:18*

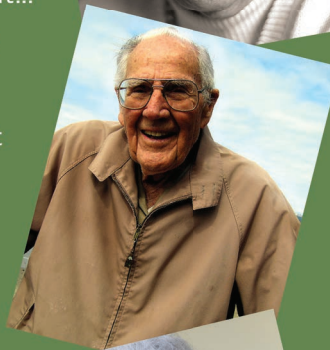
Chuck Swindoll once said, "Let's recognize that age has little to do with ability." He then went on to point out...

"Ted Williams, at age 42 slammed a home run in his last official time at bat.... Golda Meir was 71 when she became prime minister of Israel.... George Bernard Shaw was 94 when one of his plays was first produced.... And Benjamin Franklin was a framer of the United States Constitution when he was 81."

If age were an obstacle to achievement, Abraham, Moses, Samuel, and a long line of other biblical characters would have never been used to do incredible things for God – Abraham to raise Isaac, the child of promise; Moses to deliver God's people from slavery; and Samuel to anoint the young shepherd boy David to one day be king.

It was in their twilight years that God called them to one of the greatest tasks of their life – and He gave them the strength to see it through!

So be encouraged today knowing that God's plans for your life don't have an expiration date. In fact, His biggest adventure for you may be just around the bend.



## LONG SERVING STAFF RECOGNITION

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

### 5 - 10 YEARS

Francois Oosthuizen  
(Finance Manager - HO)

Genalyn Nazario  
(Registered Nurse - BE)

### 10 - 15 YEARS

Judy Thompson  
(Registered Nurse - TP)

Josephine Chase  
(Domestic Services - TP)

Lalita Khadka  
(Lifestyle Assistant - BE)

### 15 - 20 YEARS

Gina Sabotti  
(Lifestyle Assistant - TP)

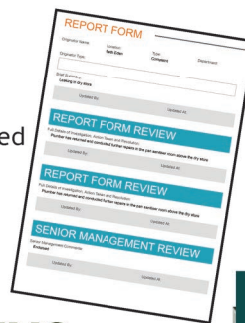


## COMPUTERISATION OF QUALITY SYSTEM

We have implemented the first stage of a new computerised Quality System.

This involves electronic recording, processing, returning (to originators), and filing of our feedback/ complaints form, called the "Report Form".

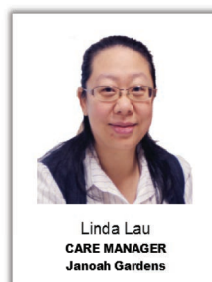
The system electronically directs "Report Forms" along their route to finalisation and 'flags' them before they reach "overdue" status.



## CARE MANAGER, JANOAH GARDENS

With Janoah Gardens facing a re-accreditation audit (under the new Quality Standards) in the second half of the year, we have seconded our experienced Care Support Coordinator Linda Lau to the position of Care Manager. Linda will lead the Facility through its response/ transition to the new Standards and, ultimately, to the point of audit readiness.

We had been trialing care oversight of Janoah Gardens by Beth Eden's Care Manager, Jodie Shannon. We thank Jodie for taking on this extra responsibility and ably seeing it through until Linda's recent appointment.



Linda Lau  
CARE MANAGER  
Janoah Gardens

## THOUGHT PROVOKER!



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)