



Enjoying lunch in The Plains courtyard

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## *A message from the <sup>Acting</sup> CEO*

Malachi 3:6 says – “I the LORD do not change.” It is very comforting that in the midst of significant and at what at times seems overwhelming change, that we have a God who does *not* change. As many can attest, He is our Rock, when everything else is swirling around us. As you may have already guessed, the overriding theme of this edition of the newsletter is *change*.

Welcome to my first edition of the newsletter as the Acting CEO. Most of you will know by now, that after more than 23 years of exemplary service and leadership of Bethany Christian Care, Bruce Curtis stepped down from the role of Chief Executive Officer in April 2019. But don't be too concerned, it doesn't mean that Bruce has moved on just yet (you might have spotted him around the place, looking inconspicuous, out of uniform). He has taken on the new role of Executive Director, and will be assisting the Board to get up to speed with the governance requirements under the new Aged Care Quality Standards and with easing in the new CEO. Expect to see an article in a future edition paying *tribute* to Bruce (and Joy).

The Board has commenced the

process of appointing a new CEO and I look forward to continuing on in the Operations Manager role providing support to him (or her) as they lead Bethany Christian Care into an exciting, although no doubt challenging future.

So what other personnel changes are afoot (as if the one I just mentioned was not enough)? Two of our more senior and recognised staff will also be vacating their roles in 2019. Geoff Greenaway, our Maintenance Coordinator (MC) has agreed to accept the vacant Maintenance Officer position, whilst retaining responsibility as our Fire and Safety Advisor and Workplace Health and Safety Officer. Geoff will continue in the MC role until a new Coordinator is appointed. We are pleased that we will be able to retain the invaluable knowledge and expertise of Geoff into the foreseeable future. Wayne Mills, our Care Manager at the Plains (and Senior Bethany-wide Care Manager) has also indicated his desire to step down from this role later in the year.

We welcome Eleanor Mitchell (see article on page 4), as our new Business Support Officer in Head Office. Her role is to provide business/ management



support to the Senior Management team and she is part of our succession planning, in that she will relieve in both the Operations and Finance Manager roles.

At a broader industry level, the new Aged Care Quality Standards came into effect on 1 July 2019. As outlined in previous newsletters (and various other publications) the new standards, quite rightly, place the aged care resident front and centre. In fact the new standards describe residents as *consumers* (a term used to emphasise their central place in the process, consuming aged care services), although we have decided to continue to use the term resident, as we believe that this better reflects that they are residents living in their home. You will see that there are a number of articles related to the new Aged Care Quality Standards in this edition.

There also continues to be changes to the *Retirement Villages Act*, which are designed to ensure fairness and transparency for Independent Living residents. Whilst we have always believed that we have acted in the best interest of our Independent Living residents, we welcome these changes and the improved outcomes that they will deliver.

So, as you can see, I am not exaggerating when I talk about the extent and scope of the changes we are facing. The fantastic news though is, despite any uncertainties or change in our lives, that we can echo the words of the Psalmist when he said: *"The LORD is my rock, my fortress and my deliverer; my God is my rock, in whom I take refuge, my shield and the horn of my salvation, my stronghold"* – Psalm 18:2.

Warm regards



Michael Harding

ACTING CHIEF EXECUTIVE OFFICER



## 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.



IS PRAYER YOUR STEERING WHEEL  
OR YOUR SPARE TYRE?

## AGED CARE ROYAL COMMISSION

The Royal Commission hearings have continued to be conducted throughout Australia, with the most recent hearing being conducted in WA and NT. We have had no further contact with the Commission since our response was submitted in early February. The Commissioners are required to provide an interim report by 31 October 2019, and a final report by 30 April 2020.

Royal Commission into  
Aged Care Quality and Safety



## JANOAH GARDENS UNITS

Following receipt of expert marketing advice, we have decided that we will undertake refurbishment of five of the vacant Stage One units at Janoah Gardens. The refurbishment, which will include updates to the kitchen, are designed to improve the overall appeal and thereby *sale-ability* of the units. You might also notice that Unit 8 will shortly be "staged" (with furniture) as a display unit, to help prospective residents put themselves *in the picture*, imaging themselves living at Janoah.





# FROM THE Board Table

Recent months have been a busy and eventful time for the Board as it comes to grips with its responsibilities under the new Aged Care Quality Standards, and oversees the process to recruit a new CEO. Former CEO Bruce Curtis, in his new role of Executive Director, has done much of the ground work for the Board in these matters.

Below are some of the key issues on the Board's plate:

## IMPACT OF NEW STANDARDS

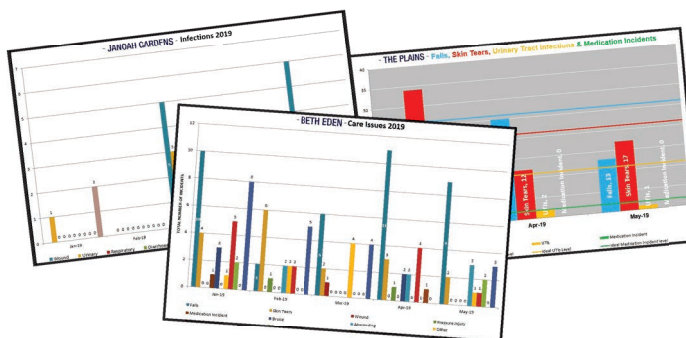
To recap (from this segment's debut in the last newsletter), the Board is responsible under the new Standards for *leading a culture of safe, inclusive and quality care and services, and is accountable for their delivery*. A whole Standard (Standard 8) is devoted to issues for which governing bodies (in our case, the Board) are accountable. This does not mean that the Board has to become operational or managerial, but it must be satisfied, from a governance perspective, that all is in order in the following areas:

- Consumer\* Engagement
- Organisational Governance Systems (namely those related to Clinical Governance Information Management, Continuous Improvement, Financial Governance, Workforce Governance, Regulatory Compliance and Feedback/ Complaints)
- Risk Management Systems/ Practices (including those related to managing high-impact or high-prevalence care risks, abuse/ neglect, and supporting consumers to live the best life they can)
- Antimicrobial Stewardship, Restraint Minimisation and Open Disclosure. (These are part of Clinical Governance).



## CLINICAL INDICATORS

On the issue of Clinical Governance, the organisation has upgraded its Clinical Governance Framework, including almost quadrupling the number of clinical indicators reported to the Board. "Clinical indicators" are essentially the number of clinical-related events ('falls' being just one example) which have occurred in each Facility. Where the number is over what it should be (measured against what experts consider to be acceptable in aged care), the Board is provided with explanations/ analysis. The magnitude and complexity of this area of Board accountability have seen the commencement of a process whereby, prior to each Board meeting, a Board member meets with our Clinical Governance Adviser Sue Weller and the CEO. The learnings/ outcomes from this meeting then inform discussions around the Board table.



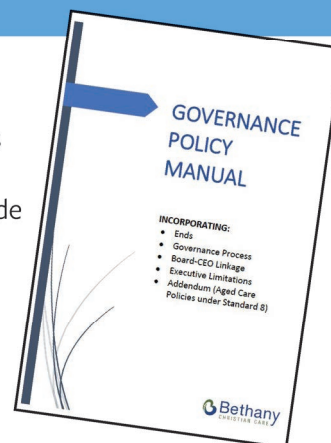
## EDUCATION

The Board recently engaged two industry experts to provide all Board members with education on the new Standards and, in particular, what they mean for governing bodies.

## BOARD GOVERNANCE

The Board has overhauled its 'Governance Policy Manual' to reflect therein its accountabilities under the new Standards and to provide a workable framework for it to fulfil those accountabilities.

Board meetings (and, indeed, the CEO's reporting regime) will never be the same again!



\* "Consumer is the word for "resident" in the new Standards



# FROM THE Board Table

CONT.

## RECRUITMENT OF NEW CEO

Commenting on the big changes ahead for our sector, an industry leader recently said: *"It's not transition - its transformation"*. The Board has an acute sense of that being the case, which is why we ask you to pray for us in the selection of our next CEO. Recruiting God's choice of CEO could not be more important for the organisation at this critical time.

## ACTING CEO

We thank Michael Harding for acting in the position of CEO – he needs our prayers as he guides our Facilities towards compliance with the new Aged Care Quality Standards from 1 July - with all the attendant risks of the transition period in which we currently find ourselves.

## 'THANK YOU' TO OUR PEOPLE!

We are acutely mindful of the workload burden for many at this challenging time. If there are 'creaks and groans' evident here and there, it's worth pointing out that, despite the extra resources being thrown at the task, some of our key people are 'tired' from the heavy lifting required of them to get our Facilities to where they need to be by 1 July.

To all who are bearing major responsibility as we transition to the new Standards, and to the staff at large who are having to cope with the demands of 'change', a heartfelt *thank you* from the Board to you all – we are touched by your unswerving devotion to Bethany Christian Care.



## Introducing

## BUSINESS SUPPORT OFFICER – ELEANOR MITCHELL

### What's your professional background?

My background is in helping organisations be more effective and strategic in their work. Since finishing university in Sydney, this has taken lots of different shapes. I've led the NSW branch of Australia's largest youth-run organisation, consulted for start-up oil and gas companies in Perth and, most recently, helped development organisations in the Solomon Islands improve their financial sustainability.

### What do you like to do in your spare time?

I love reading fiction, and spending time outdoors particularly in, on or around the sea. Living in the Solomon Islands last year had its challenges, but also lots of opportunities to do both of those things, often at the same time!

### Tell us a bit about your family:

Aaron and I got married three years ago. We both moved to Perth around the same time for work, and met when we were both new at church on the same Sunday. Aaron is from Queensland, so we have enjoyed being closer to his family since we moved here in March of this year. My side of the family is very spread out, mostly between the

Middle East and America, although I have one brother who lives in Brisbane. It's the first time we've shared a time zone in over 7 years, so it's a bit of novelty to be able to spend time together!

### Please share about your faith journey:

I grew up in a non-religious family, and first heard about Jesus when I was 12 through a lunchtime Christian group at my school. After some time of investigating and "sitting on the fence", I came across Isaiah 40:6-8 while flicking through a Bible. I realised that God is eternally trustworthy, and Jesus' death and resurrection is more than an interesting piece of history, but something I need to put my faith in. God has continued to grow me and teach me since then about "how wide and long and high and deep is the love of Christ."





# CHARTER OF AGED CARE RIGHTS

We have decided to include the Charter of Aged Care Rights again in this edition. We are required to explain the Charter and provide a signed copy to all aged care residents who come into aged care from 1 July 2019. We are also required to explain the Charter and provide a signed copy to our existing residents by 30 September 2019.

"OPAN", *The Older Persons Advocacy Network*, has created a video explaining this Charter in greater detail. Should you wish to view this video, please head to: <https://vimeo.com/341691673>.



Australian Government  
Aged Care Quality and Safety Commission



Australian Government  
Department of Health

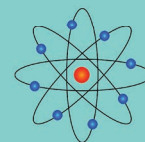
I have the right to:

- 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.

## THAT'S "PUNNY"

**Q. Why shouldn't you trust atoms?**

**A. They make up everything.**



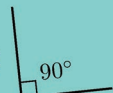
**Q. How do trees access the internet?**

**A. They log on.**



**Q. What should you do if you're cold?**

**A. Stand in the corner. It's 90 degrees**



## REDBANK PLAINS SOUTH

With all that's happening, both sector-wide and within Bethany Christian Care itself, our proposed Redbank Plains South development has lost some of its profile!

However, we can report that the application for Development Approval (DA) was lodged with the Ipswich City Council at the beginning of June.

The DA, we estimate, will take at least six months.



## WHAT TO DO IF YOU HAVE A PROBLEM OR COMPLAINT ABOUT CARE

### INTERNAL AVENUES:

- ♦ Tell a staff member;
- ♦ Ask to see the Registered/ Enrolled Nurse on duty;
- ♦ Write it down on a Report Form;
- ♦ Ask a staff member or relative to help write it down for you; or
- ♦ Ask to see the Care Manager and then, if your problem or complaint still remains unaddressed, the Chief Executive Officer or Operations Manager.

### EXTERNAL AVENUES:

If the above internal mechanisms don't work for you, you can:

- ♦ Telephone Aged and Disability Advocacy Australia (ADA Australia) on 1800 818 338. (Ask us for a brochure about ADA Australia.)
- ♦ Telephone the Aged Care Quality and Safety Commission on 1800 951 822. (Ask us for a brochure about this complaints scheme.)



## AGED CARE CARE QUALITY AND SAFETY COMMISSION

In April, we received unannounced visits, known as assessment contacts, from the Aged Care Quality and Safety Commission at both the Plains and Janoah Gardens. The Commission found that the expected outcomes which they assessed at The Plains to be *met*. Unfortunately, at

Janoah Gardens, the Commission found two expected outcomes to be *not met*. This is the first time in 10 years that we have experienced a *not met* finding. We have addressed the concerns raised by the Commission and submitted a plan for improvement which finishes on 15 July 2019. The Commission will then conduct a further assessment contact in mid-July, when we are trusting God that we will return to full compliance.



## LONG SERVING STAFF RECOGNITION

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

### 5 - 10 YEARS

Marianne Wilder  
(Lifestyle Assistant - TP)

Faith Chiduku  
(Enrolled Nurse - TP)

Jessie Hodge  
(Lifestyle Assistant - TP)

### 10 - 15 YEARS

Selam Tseghai  
(Lifestyle Assistant - BE)

Nunas Kolo  
(Lifestyle Assistant - TP)



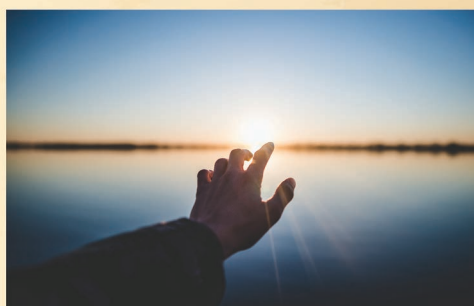
## Press on in Hope

*by Daily Living for Seniors*

*May the God of hope fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit. - Romans 15:13*

The Reverend Ben Patterson once said, "Hope delivers us from the despair that nothing we do matters, and enables us to tackle even the most menial job with vigor." He goes on to share an illustration from World War II...

A B-17 bomber flying over Germany during the latter days of the war was hit several times by flak and shells, even taking direct hits on its fuel tank. Miraculously, the bomber did not explode. When it finally landed, several of the crew investigated the unexploded shells lodged in the aircraft's fuselage. Dismantling the shells they were amazed to discover that they were empty. That is, except for a note written in Czech, which read, "This is all we can do for you now." Those men, and who knows how many



others, owed their lives to a member of the Czech underground, quietly working day after day at an assembly line – hoping his efforts would make a difference.

It's easy to get discouraged when you feel like your best years are behind you. But the truth is that as a believer, your best opportunities are always now. You carry a hope inside you that the God who saved you will never forsake you. You are forever relevant to Him. And that means what you do right now for His Kingdom matters immensely.

**FAITH  
DOESN'T  
ALWAYS MEAN  
THAT GOD  
CHANGES YOUR  
SITUATION**

**SOMETIMES IT  
MEANS HE  
CHANGES YOU**

- Steven Furtick

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)