



Beth Eden Coffee Club

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## *Acting A message from the ^ CEO*

I reckon that for most of us, turning 70 was or will be a pretty big milestone (not sure how to express that in metric, kilometre-stone doesn't seem to roll off the tongue). The Psalmist even wrote about it, describing the days of our lives as "*threescore years and ten*" - Psalm 90:10. Did you know the number 70 appears over 50 times in the Bible? For example there were 70 elders appointed by Moses to manage the affairs of the Israelites, the Israelites spent 70 years in captivity in Babylon and we are commanded to forgive each other, seven times 70, as a symbol of the completeness of forgiveness that we should offer each other. Maybe you can think of some more examples of the number 70 being used.



Many consider the number 70 as having special significance as it is made up of the factors of two perfect numbers, seven (representing perfection) and ten (representing completeness and God's law). As such, it is a symbol to some, of the perfect spiritual order carried out with all power. Now, hopefully I haven't lost you yet and you might be wondering what all the talk of the number 70 is about? Well did you know that Bethany Christian Care

turned 70 this year? This makes us one of the oldest aged care/retirement living providers in Queensland.

Here's some trivia about 1949, when Bethany was founded - we had two Prime Minister's, Ben Chifley who was defeated by Robert Menzies, Australia's Spy Agency ASIO was established, a loaf of bread cost 8d (pence) and quart of milk 11d, "Some Enchanted Evening" was one of the most popular songs, Winston Churchill was Time Magazine's man of the year, the movie "Hamlet," starring Laurence Olivier won the Best Picture Oscar, argyle socks become popular and Australia's population reached a whopping 8 million.

It is hard to imagine just how many lives have been impacted positively for Christ over those 70 years, but the number must be into the thousands. It has been a great honour and privilege to serve our residents over the years and we look forward to continuing to do so for another 70 years, Lord Willing!

As I mentioned in the last newsletter we are experiencing something of a "changing of the guard," with Wayne Mills, our long-standing Care Manager at



the Plains moving on in August, a new Maintenance Coordinator, Jason Coles being appointed (see interview on pg 6), a new Care Manager, Cheryl Targett appointed at Janoah Gardens and last, but definitely not least, a new CEO being selected to lead the organisation.

I have really enjoyed filling in as Acting CEO, while the Board has been looking for a permanent replacement. You will notice later in this newsletter that Rohan Reid will commence in the CEO role from Monday 21 October. I look forward to supporting Rohan as we embark on the next phase of Bethany's history.

Warm regards




Michael Harding  
ACTING CHIEF EXECUTIVE OFFICER

## AGED CARE EMPLOYEE DAY - 7 AUGUST 2019

This year we joined with Leading Aged Care



Services (our peak industry body) and aged care homes around Australia, to recognise the contribution and effort of our aged care workforce. Our staff work tirelessly, providing great quality care to our beloved residents. It was great to be able to honour them in this small way, providing a meal and a small thank you gift.



## 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.



## THE PLAINS – CENTRAL COURTYARD

After rejecting a number of potential design options and listening to your feedback, we have decided to reinstate access through the central courtyard to the rear houses. We have reprogrammed the card readers on the courtyard doors which means that your visitor swipe card should allow you to gain entry to or exit from the courtyard. Please speak to the Admin team if you are experiencing any access problems.



We apologise for the delays as we tried to come up with the best solution. Our objective has always been to create a safe, comfortable, recreational space for residents and their families and to enable access to the courtyard without the risk of some residents leaving this area when they shouldn't. We also wanted to limit "traffic" into this area and prevent it from being a thoroughfare for trolleys and staff movements. We will continue to limit access to visitor and resident movements as much as possible.

We ask that when you do enter or leave the central courtyard that you exercise care and do not allow others to come in or out with you, especially if you do not know them.

**Q. What do you call a chicken staring at a pile of lettuce?**

**A. A chicken sees-a-salad (Caesar Salad)**

**JOKES**

### AUSTRALIAN JOKE

A British man is visiting Australia. The customs agent asks him, "Do you have a criminal record?" The British man replies, "I didn't think you needed one to get into Australia anymore."

### BIRTHDAY JOKE

Did you hear what the wife said when she bought her husband a refrigerator as a birthday gift? "I can't wait to see his face light up when he opens it!"



# FROM THE *Board Table*

## Appointment of New CEO

The Board is pleased to announce the appointment of **Rohan Reid** as Bethany Christian Care's new CEO.

Rohan, a lawyer with former Board-level aged care experience, will commence duty on Monday 21 October.



Rohan Reid

He replaces Bruce Curtis who stepped down on 17 April after 23 years' service in the position (and who, pending his retirement, continues to hold the temporary "Board representative" role of Executive Director, in which capacity he will stay on to orientate Rohan).

We thank Michael Harding for acting in the job in the intervening period - no easy undertaking given the weighty issues on the organisation's plate during those six months.

Rohan tells us that a key attractant for him in applying for the position was the opportunity to lead an organisation which strives to be, and be seen to be, distinctively Christian (in the true sense of the word). A devoted believer himself, he has a passion to foster Kingdom of God outcomes in our Facilities.

The appointment of Rohan comes at a time of major change - and challenge - for Bethany Christian Care (and, indeed, the aged care sector generally). The new Aged Care Quality Standards (and the substantial 'raising of the bar' they represent), the marked shift towards consumer-focused and market-driven care/services, the quantum leap in consumer expectations, and the ongoing hearings of the Aged Care Royal Commission (to which the government has granted a six months' extension) are just four of the big-ticket issues facing us and the sector at large.

The Board looks forward to Rohan's assistance in steering the organisation through the challenges ahead, and in uniting the team towards ever-higher attainment in care and service delivery.

It's a big job, but we're very confident that, with the Lord's help, Rohan will be successful therein, to the benefit of all our stakeholders - residents, relatives, staff and, of course, the Board. Please join with us in praying for him to that end.

It will be our pleasure to introduce Rohan to the Bethany Christian Care family at an early opportunity following his commencement in the role.

## What does the Board know about care in our Facilities?

The Board takes *very seriously* its accountability for the delivery of quality, safe and inclusive care/services to the residents of our Facilities.

As part of fulfilling its accountabilities, the Board, at each of its meetings, reviews a wide range of clinical (and non-clinical) indicators for each Facility.

This means that the Board knows how each Facility's clinical performance is tracking, including when and why particular indicators are not where they should be against aged care benchmarks. The Board also knows about high impact and/or high prevalence risk at each Facility, as well as the details of serious complaints.

Beyond that, the Board regularly considers reports on Senior Management's and Care Management's compliance with key requirements under the Aged Care Quality Standards.

The Board's consideration of *clinical* issues is greatly aided by reports and explanations by Clinical Governance Adviser Sue Weller (with whom a delegated Board member, John Skinner, meets just prior to each Board meeting).

While the Board has a *governance* (as opposed to a management) role, the exercise of its accountabilities as our organisation's governing body requires it to keep close tabs on what's going on in our Facilities.

It's a big task, particularly given our directors serve in an honorary capacity. However, as a Board, we're committed to rising to the challenge of 'doing justice' to our post-1-July responsibilities, acutely aware, as we are, that the Board's *oversight* role has never been so pivotal!

## Retiring Board Member

We pay tribute to **David McKee** who recently stepped down from the Board after nearly 25 years' service.

The Lord will reward David for service faithfully rendered unto Him.



# FROM THE Board Table CONT.

## Introducing our newest Board member!



We are pleased to announce the appointment to the Board of **Mrs Sonya Blair**.

Her interest in Bethany Christian Care was nurtured some years ago when her Grandma was in care at The Plains.

Sonya is an accountant by profession and has experience in corporate accounting and finance.

Sonya is married to Matthew, and they have two teenage boys who are currently completing their high school studies.

A bright Christian who deeply cares about the well-being of both our residents and staff, Sonya is keen to contribute as a Director to the betterment of our Facilities. She values this appointment to the Board, and understands it is both a service to the Bethany community and, more importantly, to the Lord.

While Sonya is strongly against undue focus on gender, the fact that she is the first female to join our Board is not without historical significance. (She probably won't be fussed on our saying this, but we actually think it's worth celebrating!)

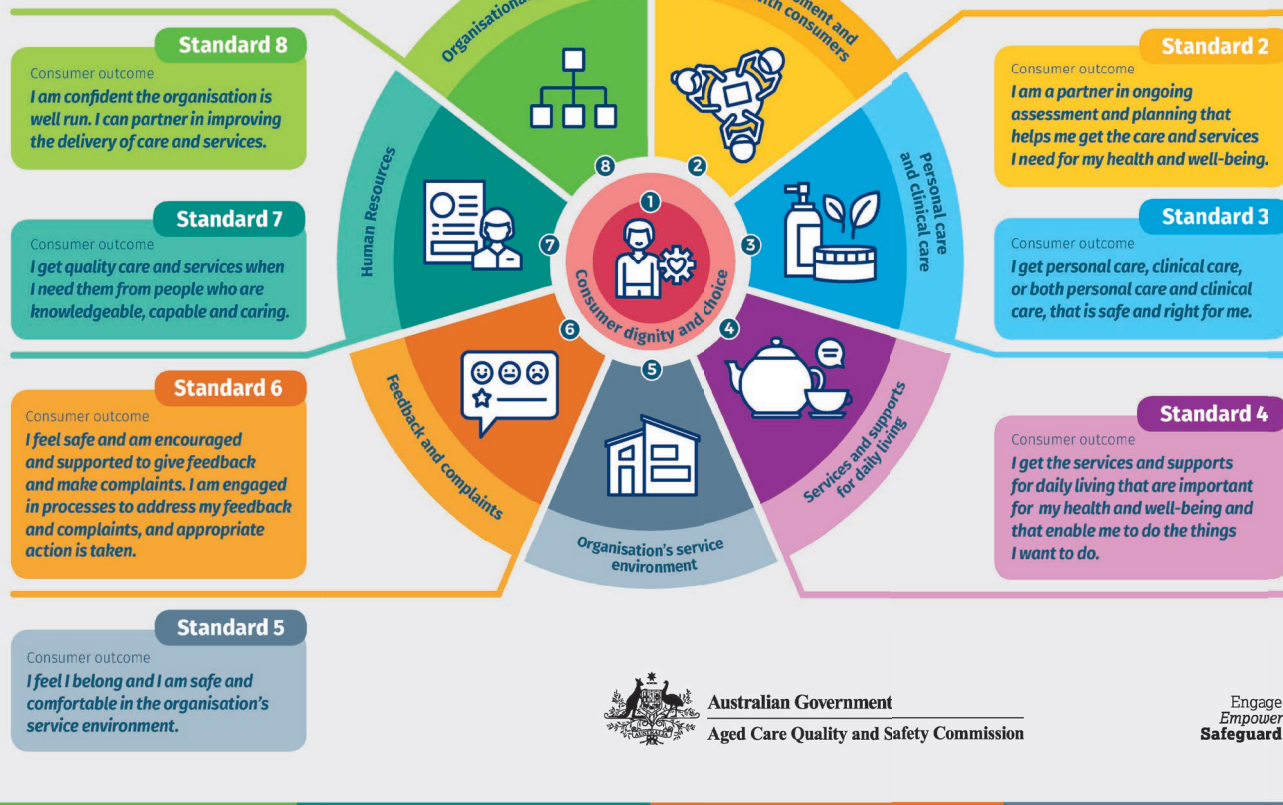
## NEW AGED CARE QUALITY STANDARDS

The new Aged Care Quality Standards focus on residents needs, goals and preferences rather than a provider focus.

On the right is a quick overview of the eight new standards and what we trust each resident is experiencing in our care.

### Aged Care Quality Standards

[agedcarequality.gov.au](http://agedcarequality.gov.au)



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard



## ANNUAL SATISFACTION SURVEYS

Many of you would know that on an annual basis we contact families/ representatives and ask them to provide feedback on a range of issues, via a family satisfaction survey. The survey is also a trigger for an offer of a case conference to discuss your loved ones care.

In line with the new aged care quality standards, we have changed the way that we undertake this process.

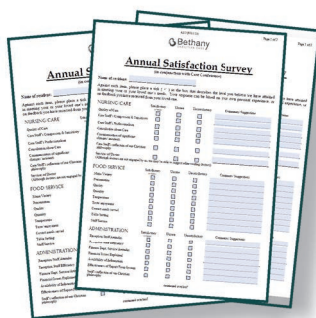
For residents who are able to handle their own affairs, we will be sending the survey to them, asking them to complete the survey (with the help of their family if they choose to) and offering for them to attend a case conference, with their family/ representative present, if they choose.

For residents who are unable to manage their own affairs, we will continue to ask the EPOA/next of kin to complete the survey (with input from their loved one where possible) and offering for them to attend a case conference, including with their loved one, if appropriate.

This new approach is very much in line with the new aged care quality standards and places the resident at the centre, as a partner in the way that care and services are provided.

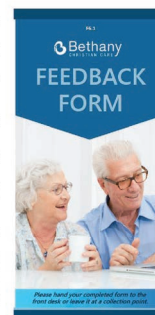
This does not mean that we do not want to hear from families/ representatives, so please remember that you are welcome at any time to talk to the care staff, submit a feedback form (formerly know as a report form) or request a case conference.

Please contact your relevant Care Team or Administration office if you have any questions or concerns.



## NEW FEEDBACK FORM

I am hoping by now that you will have noticed the new feedback forms which have replaced our report forms. Maybe you have already completed one? We believe that the new form is much more accessible and easy to use. The term "feedback" is a also a much better fit for the new aged care quality standards. Please use



the new feedback form in the same way that you used the report form. Please also remember that we welcome your feedback, both positive and not so positive. As we say, if we don't know about a problem, we can't fix it.

## TUNSTALL EMERGENCY SYSTEM (ILU AND SA RESIDENTS)

Please remember to check your Tunstall system once a month. We recommend that you do this on the day in the month on which you were born. For example, if you were born on the 14th of January, you would test it on the 14th of every month. Checking your Tunstall system monthly ensures that it is working and also gets you used to using it, in the case of an emergency. If you need assistance, please contact Maintenance.



## JANOAH GARDENS – 3 YEAR RE-ACCREDITATION

We are very pleased to advise that Janoah Gardens has successfully completed its three year reaccreditation. This is the first of our Facilities to be assessed under the new aged care quality standards and Janoah came through with flying colours. The auditors were very impressed with the knowledge that the staff had about our residents, their preferences, choices and likes along with the comprehensive policies and process which were in place to support them. This fantastic result is a credit to Care Manager Linda Lau (who was seconded to JG for this very task), Sue Weller our Clinical Governance Advisor, the wonderful and caring staff at JG and the Administration team which worked behind the scenes to transition to the new standards. Praise God and well done to everyone!



## JANOAH GARDENS UNITS

We have seen an increase in interest (and sales) at Janoah Gardens since the refurbishment work commenced on the Stage 1 units. We have been able to sell three refurbished units so far. We also have Unit 8, "staged" with furniture to give prospective residents a feel for what it might be like to live in the unit.

## ROSTERING GOES DIGITAL

As part of our commitment to continually improve the way we work, Bethany has recently introduced an online portal for our staff.



Staff can now accept new shifts, view their roster, and check other payroll information, all from an app on their smartphone. This reduces the need for staff to check paper rosters or take ad hoc phone calls about available shifts.

The up-take of the portal has been even faster than we expected, and over 140 staff are now using the app!

## REDBANK PLAINS SOUTH

The Development Application (DA) for this proposed project is currently with Ipswich City Council. Approval is expected in the New Year.



## Introducing

### CARE MANAGER, JG: CHERYL TARGETT

#### What's your professional background?

I have worked in various roles within QLD Health including nurse educator, nurse unit manager, nursing director and service manager. My specialty areas are mental health and dementia. My passion is for all people, no matter their age or area of healthcare, to experience quality care that enhances their lives.

I am very grateful to be working within a Christian community.



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

I have a background in real estate and enjoy renovating and interior design. I have lived in the Bayside area for many years and enjoy all types of water activities, especially the beach (not fishing). I enjoy gardening and reading. I have also volunteered for many organisations and founded a support group for families who are experiencing a loved one who has drug addiction issues.

#### Tell us a bit about your family:

I have a 26-year-old daughter Hayley, a 21-year-old son Matt and a 16-year-old daughter Maddy. We are all beach lovers, and have spent many weekends water skiing at Moogerah Dam.

### MAINTENANCE COORDINATOR: JASON COLES

#### What's your professional background?

My first real job was a burger flipper at McDonalds while I was in high school. When I finished Year 10, I started working for the Commonwealth Bank. I continued working for different financial institutions for the next 10 years before starting my career in aged care. I have worked in various management roles for both Not-for-profit and For-profit sectors across NSW and QLD.



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

I love spending time in, on or around water, swimming and taking my kayak out around the bay at Victoria Point. I also enjoy spending time with family and my border collie, Woody. Other interests include going to restaurants and trying new cuisines, visiting markets, and sightseeing around Brisbane.

Having been a born-and-bred New South Welshman, I will always be a Blues supporter, but I'm happy to also be a Brisbane Lions member.

#### Tell us a bit about your family:

I met my wife Charmaine while working together back in 1990 and we married in 1992. We have three adult children - Harrison, Riley and Georgia. Harrison and Riley are both carpenters, and Georgia is a florist and currently studying to become a Teacher. Charmaine is working as a finance officer at a local school.

## LONG SERVING STAFF RECOGNITION

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

### 5 - 10 YEARS

Sarita Devi  
(Lifestyle Assistant - TP)

Richard Ngatia  
(Lifestyle Assistant - BE)

Gladys Zinatunor  
(Lifestyle Assistant - BE)

Praveena Devi  
(Lifestyle Assistant - TP)

### 10 - 15 YEARS

Kalolaine Stagg  
(Domestic Services - TP)

Carie Larsen  
(Lifestyle Assistant - TP)

Janet Goh  
(Domestic Services - TP)

### 20+ YEARS

Joy Curtis  
(Executive Secretary - HO)



**LET NO ONE EVER COME  
TO YOU WITHOUT LEAVING  
BETTER AND HAPPIER.**

Be the living expression of  
God's kindness:  
*kindness in your face,  
kindness in your eyes,  
kindness in your smile.*

MOTHER THERESA

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)