





## A WORD FROM BETHANY'S MANAGER

### DEAR FRIENDS

I hope you've had a fantastic year so far. It's been an eventful few months. We were able to host families for lunch, which allowed us to interact with them and reassure all families of our ongoing support for their loved ones. We have maintained our top priority of providing excellent, client-centred, safe programmes and supports to our participants.

As you can see from this edition of Bethany Buzz, a lot has been going on at Bethany Care. Participants in group activities and this year's annual camp have been having a good time, whether it's a club BC programme or individual support, we ensure that all participants are supported to achieve their goals and to have fun in the process.

Hope Cottage is nearly finished, and we've posted updates on our social media platforms. We are hoping and praying that the rebuild will be completed by November, as the builder has stated. Please do not hesitate to contact us or visit our office; we will be delighted to meet you.



Kind Regards

*Idris*

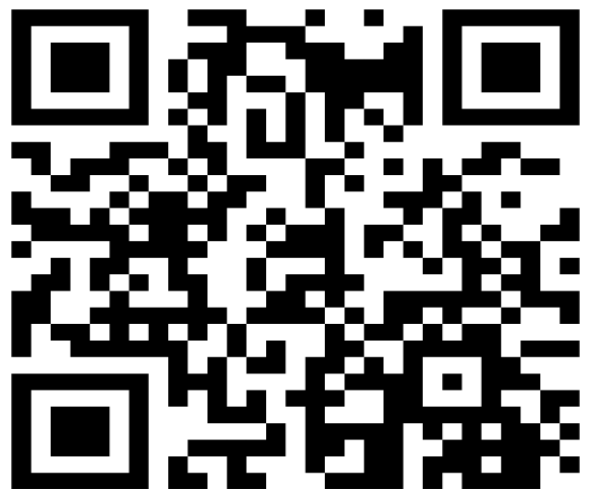
### HOPE COTTAGE UPDATE

Despite some delays, the Hope Cottage rebuild is drawing closer to completion. We are so excited!

The tiles are up, and the carpets are down, everything is starting to take shape. Bethany is making final decisions on fun things like kitchen counter tops, white goods, and cooking facilities. It's all coming together.

We can't wait to show you what we've been building!

Please scan the QR code to have a video tour of the progress made so far.



## FAMILIES LUNCH

Bethany recently held its second annual families and carer's lunch in Varsity Lakes. This was a great chance to meet different members of the Bethany community and share our vision for the future. There was delicious food and interesting discussions around the table. It was great to put and face to the name.

The Bethany leadership team got the opportunity to give a Hope Cottage update, and share briefly about a bit the different roles and areas of responsibility in the organisation. During the course of the event families were invited to complete feedback surveys to reflect on their experiences with Bethany Care. All received surveys were entered into a special \$100 Gift Card prize draw.

**Congratulations Wendy & Conrad for winning the prize!**





## SWELL SCULPTURE FESTIVAL—COMMUNITY LINKING

Club BC Thursday Bethany had a lot of fun at this year's Swell Sculpture Festival in Currumbin Beach.

The festival has been going for 20 years now and is a free exhibition of artworks produced by local, national, and international artists. Visitors can enjoy some amazing sculptures set amongst the beautiful natural beach landscape. There are 70+ large-scale sculptural works of art by renowned artists.

Bethany is always keeping an eye on local community events that would be fun and engaging activities for participants. We view community linking as highly relevant to individual needs. Statistics tell us people with a disability are more likely to be subject to prejudice and social devaluation.

If you have any suggestions for other suitable community activities please get into contact. Bethany would love to hear from you. We are always looking for new ideas to freshen up our term programmes.





## SOCIAL SUPERGIRLS - COMMUNITY ACCESS

Social and recreation activities are part of everyday life. These are activities everybody does for fun and can help with your health and wellbeing. They can also help you to meet new people and improve your skills. At Bethany we call this community access. Bethany can provide the extra help you need to take part in these activities to ensure community inclusion.

Community access activities can include things like:

- visiting your friends and family
- active hobbies, such as bike riding, skiing or kayaking
- playing sport, such as tennis, surfing or basketball
- going out, for instance to the movies or a concert
- going places for fun, such as shopping or visiting a museum
- relaxing, like meditation or yoga
- learning new skills, like dance, art classes or quilting

For further information please contact our office on 5551 0276



## SUPPORT COORDINATION—HOW WE CAN HELP YOU?

Hi Everyone,

I would like to say a big thank you to all the participants, families and guardians for welcoming me into my new role as Support Coordinator. I have thoroughly enjoyed meeting with you all and I look forward to working with you to ensure your support requirements are met.

I often get asked, “what is the role of a Support Coordinator?” Let me try to explain. When you or someone you care for receives their first NDIS plan, it can be overwhelming. The thought of organising services can be a little daunting. Here’s how we can help:

- We can help you understand your NDIS plan to help you to achieve your goals.
- We talk to providers and organise services on your behalf.
- We take care of all the paperwork!
- We work with you to ensure your funding budget is on track.
- Ensure you have the input, choice and control to utilise your plan to your preferences.
- Breakdown your plan for you and explain exactly what each section means.
- Connect you to NDIS providers, community, and other government services.
- Help you with unexpected events such as moving house or hospital admissions.
- Assist in organising and preparing for upcoming plan reviews; attending plan meetings with you.
- If you are not currently a NDIS participant, we can guide you through the application process from start to finish



We currently have capacity to take on additional participants who may be interested in support coordination for their NDIS plans. If you would like further information, please do not hesitate to contact me directly on **0457249721** or via email: **sam@bethanycare.org**.

Kind Regards,

*Sam*

## POLICY SPOTLIGHT—HOW TO ACCESS YOUR INFORMATION

Bethany understands that sometimes you may wish to see the information we may hold about you. We recognise this is your right, and will support you through the process.

The information Bethany collects is has been gathered on a strictly need to know basis, and will not be disclosed to third parties without your prior consent - unless required under law.

In general, all requests to access personal information should be made in writing and directed to the Bethany office using the appropriate form.

To protect the security of your information, documentary evidence of identity must be supplied with requests (for example a copy of a driver's licence or birth certificate). Once a request is received and authorised, the information will be provided within a 30 days time period.



**Online information Request / Amendment Form**

## POLICY SPOTLIGHT— ROLE OF ADVOCATES IN COMPLAINTS

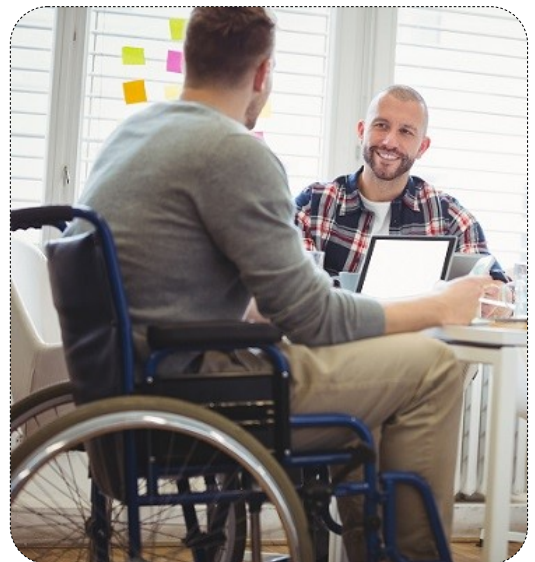
The Bethany Care complaints procedure will endeavour to be clear, transparent and available to all. Participants and their representatives have the right to make complaints or raise concerns if they are unhappy with any service provided by Bethany. We understand that people have a right to have a say to be involved in decisions affecting their lives.

Bethany acknowledges and encourages the use of client advocates and representatives in the complaints process. We encourage clients to involve family members, advocates or representatives of their choice for assistance and support. Bethany is happy to assist in contacting representatives for the client. If required, Bethany will liaise directly with a chosen representative to reach resolution and satisfaction. If more formal advocacy support is sought, a specialised agency may be able to assist e.g. Gold Coast Disability Advocacy Inc. Phone: (07) 5564 0355)

Bethany will always encourage and assist people to raise their concerns directly with us first, before taking the matter up with the NDIS Quality & Safeguards Commission Phoning by calling 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

External avenues for complaint, which may be of assistance, are found below.

Bethany is happy to support in contacting any external agencies of your choice as you request.



NDIS Quality & Safeguards Commission phone: 1800 035 544 (free call from landlines) TTY: 133 677

web: <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

# About us...

## BC OFFICE TEAM

**Service Manager**

**Idris Akintola**

**Assistant Manager**

**Teressa Athanasius**

**Operations Manager**

**Brian Lynch**

**House Coordinator**

**Obert Ndongodai**

**Administration Assistant**

**Caron Quilliam**

**Support Coordination**

**Sam Schilling**

## BOARD OF DIRECTORS

**Chairperson**

**Pastor Justin Reid**

**Treasurer**

**Amy Leong**

**Director**

**Peter Dokmanovic**

**Director**

**Helen Karena**

## WE VALUE YOUR FEEDBACK



If you have any feedback on what we are doing well or how we can do things better, please contact us. This may include any comments or suggestions about any aspect of Bethany service delivery, for example, policy recommendations. Please contact us to share your views. Your input is important to us.

You can provide your feedback through the following channels:

- by post Bethany Care Limited, PO Box 35 Varsity Lakes Q 4227
- email [enquiries@bethanycare.org](mailto:enquiries@bethanycare.org)
- phone 5551 0276
- website [www.bethanycare.org](http://www.bethanycare.org), click on "contact us"

## JOIN US AT HOPE CHURCH

Bethany is a ministry of Hope Church and extends a warm invitation to all individuals & families to join in its dynamic services community events.

Please visit

<https://www.facebook.com/hopechurchgc> or

<https://www.instagram.com/hopechurchaustralia>  
for updates.



## SERVICE & ACTIVITIES

- Club BC Tuesday - A fun filled centre based day where anything can happen from a Fiesta themed party to indoor Olympics, homemade baking and a variety of creative projects.
- Club BC Thursday - A day of action and adventure out in the community. Whether it is activities in a park or exploring new places everyone has fun.
- BC Bowling - Every Saturday our BC team of bowlers heads off for a morning of friendly competition. There is room for you on the team.
- BC @ Hope Church - Participants are always welcome to join the Sunday morning church service at Hope Church
- BC Camps - Our annual 4 day camp is held every September. Most campers and carers say it's the highlight of their year.
- Assistance with Self-Care Activities - We have a team of experienced and trained carers who provide one on one support to help you reach your goals whether in your home or in the community
- Supported Independent Living - Bethany Care has two SIL homes, Yodelay for the men and Maidenhair for the women.
- Short Term Accommodation - Our wonderful Hope Cottage is currently under renovation but will be open soon for short stays. In the meantime our carers can provide support in your home.
- Support Coordination - Do you need assistance with coordinating all your NDIS supports? Bethany Care has an excellent and experienced Support Coordinator who is available to assist you to navigate your way through the NDIS.