

# BETHANY BUZZ

BETHANY CARE – NEWSLETTER – AUGUST 2021



AUGUST 2021

Here's what's inside this edition...

- A Word from Bethany's Manager
- Bethany Lunch
- The Disability Gateway
- Bethany Camp
- Meet the Carer
- Meet the new Board Member
- Christmas in July
- Lockdown life at Yodelay

WHO WE ARE

Our focus at Bethany is to provide quality support services to people with disabilities and their families on the Gold Coast. We want to do what we do well, and action this from our shared belief that all people are of the highest value and deserve genuine love and support to meet their needs.

Bethany Care is a ministry of Hope Church and was established in 1995 on Christian principles to demonstrate love in action to the disability community.

## A WORD BETHANY'S MANAGER

### DEAR FRIENDS

I was thrilled to receive the draft copy of this edition of Bethany Buzz and see all that has been happening over the last few months. It was such a pleasure sharing lunch with many of our parents and family members. I particularly appreciated hearing your thoughts on what works well at Bethany Care and where we could improve. I love attending the special events that the women of Maidenhair and the men of Yodelay host. Whether it's Christmas, Australia Day or the recent mid-winter Christmas party they have become a highlight of my year. I am looking forward to dressing up in costume and attending the 70's disco party being held at our September camp.

Please remember if you or someone you know with a disability is needing support, services or a listening ear, particularly during this lockdown period, please contact Ric or me on 5551 0276 and if we aren't there leave a message and we will get back to you as soon as we can..



### LUNCH WAS AWESOME - THANKS

It was so good to meet together and have lunch last month. Not only was the food and venue excellent, the conversation was valuable. Even after the event was officially over, the conversations kept flowing. It's clear families have a lot to say about the services they receive and how they could be improved. Thanks for sharing with us.

We would especially like to thank those in attendance who completed their feedback form. The results of every form has been analysed, with special care taken to read your suggestions for improvement. Bethany has already shared these results at Board level and with all support workers throughout the organisation.

By the way, if you missed out this time don't worry...we're planning another lunch next year so stay tuned for details.



#### Our highest scores

- 2) Bethany Care treats participants fairly 93%
- 3) Bethany lets participants make their own decisions and choices 92%
- 5) Bethany supports participants to be in the local community 92%



We are happy to report that according to your surveys, Bethany's overall experience score is a Excellent (82%), with the remaining 18% stating it is Above Average

#### Our lowest scores

- 7) Bethany helps participants to make complaints, and is fair to those reporting abuse, neglect or exploitation 79%
- 11) Bethany supports participants with money handling skills to spend their own money as they determine 74%
- 10) Bethany supports participants to contact help and advocacy when needed 81%



## INFORMATION AND SUPPORT - THE DISABILITY GATEWAY

Bethany recommends the Disability Gateway website and phone line as a source of trusted information, and help about the disability sector.

An Australian Government initiative, this resource is intended for all people with a disability, their families and carers.

It has 3 main aims;

1. Improve the navigation to access relevant information and services
2. Span multiple sectors including health, housing, employment, transport and everyday living
3. Exist as a central point of entry for referrals to disability information, services and programs

Jump online to increase your knowledge, search for employment services, aids and equipment and health and well-being services.

**disability gateway.gov.au - 1800 643 787**



## BETHANY CAMP - SEPTEMBER 2021, IT'S TIME TO BOOK

In association with Trailblazer Tours, Bethany is excited to announce details of its upcoming September 2021 camp.

**WHEN: Monday 27th - 30th September 2021**

**WHERE: 26 Borghardt Rd, Highfields, QLD, 4352**

**COST: \$1,620 - through your NDIS plan**

### Activities

- Tour of Spring Bluff Railway
- 70's Dress Up Disco night
- Cobb & Co Museum
- Camp Bonding Activities
- Tour of Queens Park & Carnival of Flowers Down Steam Railway
- Bon Fire & Marshmallows
- Arts & Craft
- Board games
- Picnic at Picnic Point

To book your place please contact MJ at the Bethany office on **5551 0276**



## GETTING TO KNOW YOU - ASSISTANT MANAGER RIC KELSO

This is Ric. He has been with Bethany since the early days, and has seen many changes over the years. Always popular, Ric is passionate about empowering people with a disability to live their best lives.

- If you could write a book about your life, what would the title be and why? **I came, I saw, I made it Awkward. Anyone who knows me well knows how I like to make situations awkward I even have the T Shirt**
- What advice would you give to your teenage self? **Don't waste your money on Ashley & Martin (True Story)**
- What energizes you outside of work? **Music and being creative, song writing**
- What's one thing most people don't know about you? **I played soccer up until I was 32 & super fit. I used to be quite a good striker (look at me now doesn't make sense does it?)**
- What's something you saw recently that made you smile? **A photo of my Granddaughter in the blue mountains standing in the snow with her tongue out trying to get snow on her tongue**
- What's the best advice you've been given. **Just 2 words "Speak Hope" – Ps. Justin & Ps. Noriko**



- What's the best compliment you've ever received? **You have really lovely hair.... Actually no one has ever said that, I just made it up.**
- If you could trade places with anyone for a day, who would you choose? **My Wife because she gets to live with me**
- Who would play you in a movie about your life? **I'd love to say the Dwayne Johnson AKA "the Rock" but in reality it would be Danny Devito or George Costanza (Seinfeld)**

## WELCOME TO THE BOARD - IDRIS AKINTOLA

Bethany would like to introduce you our newest Board Member Idris. He comes to us with a wealth of hands on experience working in the Disability Sector.

He currently works for Southern Cross Support Services and Lutheran Trinity Disability Services as a Support Worker. This valuable and ongoing experience will give him a truly unique perspective on many issues, especially relating to improving client care.

In addition to this, Idris is a qualified Financial Services professional with years of experience in supporting programmes across diverse aspects of customer service engagement.

Welcome Idris. We are excited to work with you.





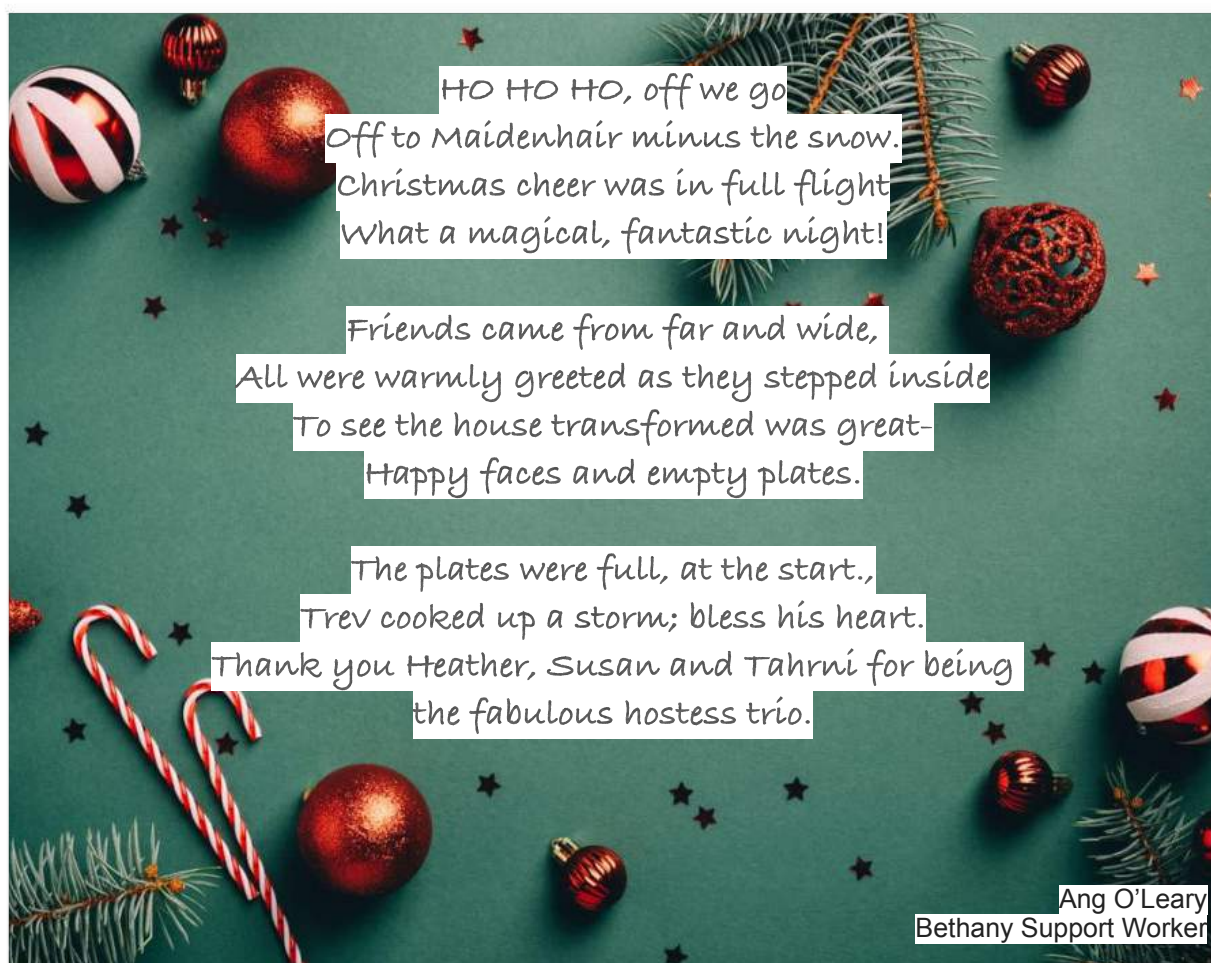
## 'TIS THE SEASON TO BE JOLLY - CHRISTMAS IN JULY

For many, there is a prevailing thought that something is needed to brighten up our cold winter months. This is where the concept of 'Christmas in July' comes in. If you didn't know, it is usually celebrated around the 25th of July and is getting more and more popular as the years go by!

Bethany, always keen to enjoy a feast and celebrate decided to jump on board and held its very own Christmas event at Maidenhair house on 23rd July.

Guests and residents were treated to a delicious traditional Christmas meal with all the trimmings...check out that menu to the right!

A fantastic time was had by all, let's do it all again in December!





## YODELAY - LOCKDOWN LIFE

Unfortunately, lockdown has come again to the Gold Coast and while this is a difficult time for most, it can hit especially hard for those with a disability.

Physical distancing can be difficult or impossible. Limitations on support from family members, carers and support workers can also be frustrating to those who rely on the assistance.



While all this is true, Bethany remains committed to encourage people to enjoy life and make the most of every experience.

Here's a glimpse of what the residents at Yodelay have been up during lockdown.

Keep smiling guys!

## CONTACT US...

BethanyCARE

### Bethany Office Team

General Manager  
Pene Hodge

Assistant Manager  
Ric Kelso

Quality Assurance  
Coordinator  
Brian Lynch

Permanent Accommodation  
Coordinator  
Trevor Judd

Finance Coordinator  
Marvianne Verrico

### Feedback

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, 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"

### Admin Office

5551 0276

### Board of Directors

Ps Justin Reid  
Amy Leong  
Kerry Lovell  
Idris Akintola



<https://www.facebook.com/BethanyCareLtd/>

## BETHANY CARE – NEWSLETTER – AUGUST 2021

### 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 community events.

For more details visit our website at [hopechurchnustralia.com](http://hopechurchnustralia.com)

