

BETHANY BUZZ

BETHANY CARE - NEWSLETTER - SPRING - 2020



NEW FORMAT

Hi everyone and welcome to our new look newsletter! Here's what's inside this edition

- **New Service Manager Appointment**
- **How Bethany did in its first NDIS audit**
- **Continuity of Supports Policy Information**
- **Upcoming NRG term dates**

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.

NEW BETHANY SERVICE MANAGER APPOINTED

WELCOME PENE



Bethany is excited to announce it has appointed a new Service Manager Penelope Hodge, who following a transition period, working alongside Wayne, will take up the position early December.

Pene and her husband Greg have two young adult children and a Groodle named Rocco. Having been respite carers for a boy with a disability and having a nephew and niece with significant disabilities she is passionate about providing high quality person centred programs for people with disability and their families.

Pene and Greg have recently moved to Hope Church and are enjoying getting to know others and serving on the Welcome Team.

ABOUT PENE

Originally from New Zealand, Pene comes to us with over 25 years of leadership, management and social work experience in the not for profit, disability, government and community sector. She holds a Bachelor of Arts degree in Business Psychology and qualifications in Social and Community Work Practice and Clinical Supervision.

Previous roles include the CEO of Muscular Dystrophy NSW, Managing Director of Care Waitakere (a Christian based Counselling and Budgeting Service), Manager of Volunteering Gold Coast and CEO of Suited to Success in Brisbane. She currently sits on the Board of Story Dogs and is a member of the Australian Institute of Company Directors.



FAREWELL TO WAYNE

THANKYOU WAYNE FOR YOUR SERVICE

TIME TO SAY GOODBYE



It is with sadness that we farewell our outgoing Service Manager Wayne Clinton who, after fifteen years of valued service, has decided it is time to retire.

Wayne, has made a significant contribution not only to Bethany, but to the wider Gold Coast disability community as a whole.

Here's a goodbye message from Wayne...

"At the beginning of this year I spent some time thinking about the future of Bethany Care and my own personal future. I came to the realization that the time had come for me to move on and make way

for someone else to take Bethany Care into the next phase of its life and ministry. So I will be retiring at the beginning of December this year.

It has been an exciting journey over the years to see Bethany grow and develop. The most significant development was when we were able to purchase our two houses for supported independent living. We have seen a number of new staff members join the team, most of whom are still with us.

I am delighted that Pene Hodge has joined us and I am confident that she will lead Bethany well in the coming years.

Thank you to everyone for your support over the years. I look forward to hearing good reports and great stories in the future".

Thankyou Wayne for your Service

QUALITY ASSURANCE UPDATE



WELL DONE — WE PASSED!

Good news, Bethany has passed its first NDIS audit held in September.

Our audit took place, over 3 days, on a remote basis utilizing Zoom video conferencing with audit staff from Global Mark Pty Ltd. In total there were 3 auditors, 1 primary auditor, 1 Registered Nurse and 1 audit observer.

The decision to have a remote audit was necessary due the COVID restrictions which were introduced two days before the audit was scheduled to commence. Documents were uploaded to a Dropbox file sharing account allowing the auditors to assess our evidence against the current standards.

Staff and participants (with consent) were interviewed via Zoom links about their recent experiences with Bethany.

We would like to give thanks to all staff, participants and families who agreed to be interviewed for audit. Your help was invaluable. In the exit interview the auditors shared their findings which were mostly positive. They did identify eight minor non-conformities - issues that we are addressing as we move forward. Well done everybody!

Brian Lynch Quality Assurance Coordinator

POLICY SPOTLIGHT—FOR YOUR INFORMATION

CONTINUITY OF SUPPORTS

The NDIS requires all service providers uphold the participant's right to 'access to timely and appropriate support without interruption'. In response please be aware of the following information which has been summarised from our Continuity of Supports Policy

1. Bethany makes sure supports are carefully planned to ensure the quality of supports are appropriate and beneficial.
2. Staff are required to familiarise themselves with participant's stated needs and preferences in client files prior to commencing work with them to ensure the participant's experience is consistent with their expressed preferences.
3. Bethany will endeavor to ensure its day-to-day operations are managed in an efficient and effective way to avoid disruption to ensure continuity of supports.
4. Bethany uses a number of systems and procedures to achieve this aim. For example Rostering, leave application management, Health & Safety Audits, Risk Management practices



5. Where Bethany finds it necessary to devise alternative arrangements to ensure continuity of service, Bethany should always seek input from the participant and their advocate. It is hoped this measure will ensure any revised arrangements are suitable for all parties.
6. Bethany will take the time to fully explain and agree any changes before they come into effect. This will primarily be done by the Service Manager and/or the Assistant Manager.

Brian Lynch Quality Assurance Coordinator

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.

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

<https://www.instagram.com/hopechurchaustraliav/?hl=en> for updates.



NRG TERM DATES FOR YOUR DIARY

I hope you've all had a fantastic time on the NRG program thus far. Here are the dates for the final term. If you have any ideas for fun activities for next year please share them with your Bethany support workers or send us a message to enquiries@bethanycare.org.

TERM 4

Tuesday	13 October to 15 December	10 weeks
Thursday	15 October to 17 December	10 weeks
Saturday	17 October to 19 December	10 weeks
Sunday	13 October to 15 December	10 weeks



Contact us...

Bethany**CARE**

Bethany Office Team

Service Managers

Wayne Clinton
Pene Hodge

Assistant Manager

Ric Kelso

Quality Assurance Coordinator

Brian Lynch

House Coordinator

Trevor Judd

Administration Officer

Maryanne Verrico

Feedback and Complaints

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 441, Robina, Q, 4226
- email enquiries@bethanycare.org
- phone 5551 0276

Board of Directors

Pastor Justin Reid

Rev Dr Paul Allen

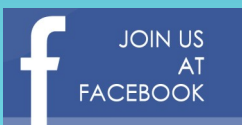
Mrs Amy Leong

Mrs Kerrie Lovell

Mr Johnston Yap

Admin Office

5551 0276



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