



A WORD FROM THE MANAGER

Dear Readers,

I want to express my sincere appreciation to each and every one of you for your consistent support and ongoing readership. Your engagement with our content has been instrumental in driving our success, and we are truly grateful for your loyalty. As we look back on the past year, it has been filled with significant events. We take this moment to honor the dedication and service of one of our esteemed team members, who, after an impressive 23 years, has decided to transition from her role. Her contributions have left a lasting impact on our organization, and we extend our heartfelt wishes for success in her future endeavors. On a positive note, we are excited to share that we have been blessed with a grant that enabled us to add a new van to our existing fleet. This addition will greatly improve our ability to support our participants, ensuring smoother transportation and enhanced services.

At Bethany, we prioritize continuous training and development. Our dedication to professional growth remains steadfast, and we are committed to advocating for opportunities that empower our team members to excel. With the increasing demand for our services, we have welcomed new staff members to our team. Their fresh perspectives and dedication will strengthen our operations, enabling us to better serve our participants. Our commitment to advocating for all participants remains unwavering. We are dedicated to delivering improved services, fostering positivity, and making a meaningful impact in the lives of those we serve. Thank you once again and together, we will continue to thrive and create positive change.



Warm Regards *Idris*

GOODBYE JULIE

As you may be aware, Julie Cullen, our esteemed colleague and much loved team member, has decided to resign from her position here at Bethany. Her last working day was the 9th of April.

During her time, Julie has significantly contributed to the success and growth of our organization. With 23 years of dedicated service, she has been an invaluable asset to our team, and her hard work and commitment have left an indelible mark.

On behalf of the management and staff of Bethany Care, we would like to extend our heartfelt gratitude to Julie for her unwavering dedication and exemplary service throughout the years. Her contributions have been instrumental in shaping the culture and success of our organization, and she will be greatly missed. While we are sad to see Julie leave, we understand and respect her decision. We want to take this opportunity to wish her all the very best in her future endeavors. May her path ahead be filled with success, fulfillment, and happiness.

Thanks Julie



NEW VEHICLE—JILL

Bethany is pleased to announce it has purchased a new vehicle to add to our expanding fleet.

This fabulous automatic vehicle we have affectionately named “JILL”, and will be primarily based at Barrier Reef.

Bethany makes every effort to ensure all incoming vehicles will be clean, mechanically sound, wheelchair friendly and possess all the comfort and safety features you would expect.

Look out for “JILL” on a road near you!



STAFF TRAINING DAY



Bethany recently conducted a staff training day, providing an excellent opportunity for connection, learning, and continuous improvement.

Among the topics covered were

- Active Support Principles (person centred care)
- Complaints training,
- Improving staff handovers and
- Sharing your faith.

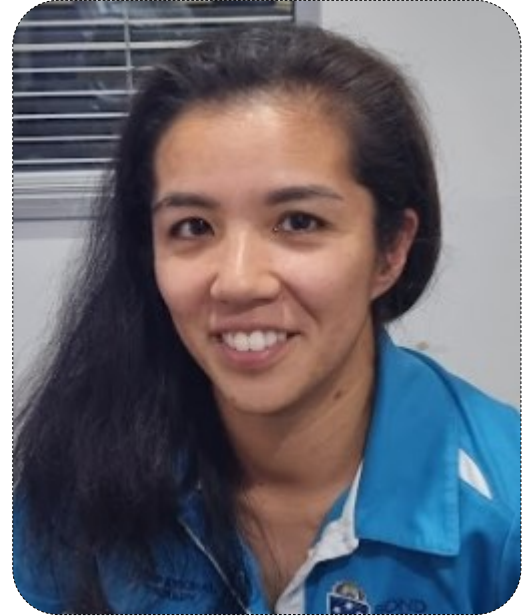
Training was well received by all in attendance and everyone said they enjoyed the day.

MEET THE CARER—KAREN (KAZ) NGO

It's with great pleasure that we introduce and warmly welcome Karen to the Bethany Care team. Her arrival continues our commitment to providing exceptional care and support to those in our community.

Karen (Kaz) brings a wealth of experience and passion to our service, with a unique set of skills and expertise.

Let us extend our warmest greetings to Kaz as she embarks on her journey with us.



- **What's one thing you're currently trying to make a habit of?**
Trying to wake up early without using an alarm clock
- **What's something you've done, but will never do again?**
Contiki tour, even though it was great, it was too fast paced and wild
- **What's the best compliment you've ever received?**
You are an amazing person just the way you are- an interviewer when I was interviewed for a job
- **What's your favorite way to unwind after a busy day?**
Resting in bed with Netflix
- **What's your guilty pleasure?**
Finishing all the snacks before the movie starts

GOLD COAST DISABILITY EXPO | MY FUTURE, MY CHOICE

Coomera Indoor Sports Centre 7 June & 8 June, 9am-3pm

The Gold Coast Disability Expo brings together a wide range of products and services to help people live their best life, including government and advocacy organisation, aids and equipment providers, financial and legal services, education, training and employment providers, social and leisure options, transport and vehicles, health and medical products and services, allied health professionals and support services, including in-home care providers

The expo will also feature a range of informative and interactive presentations delivered by industry experts, all-abilities adult and children's entertainment, and food vendors. See you there!

<https://goldcoastdisabilityexpo.com.au>



YOUR INPUT IS IMPORTANT TO US

Involving people with a disability and their advocates in policy creation and amendment is crucial for several reasons:

- **Diverse Perspectives:** People with disabilities bring diverse viewpoints, and experiences to the table. Involving them ensures that policies consider a wide range of needs and perspectives, leading to more comprehensive and effective solutions.
- **Ownership and Buy-In:** When you are involved in the policymaking process, you may feel a sense of ownership and investment in the outcomes. This fosters greater buy-in and commitment to implementing and adhering to the policies once they are established.
- **Legitimacy and Trust:** Policies developed with different stakeholder's input are perceived as more legitimate and trustworthy. When people with a disability are included in the process, to promotes greater transparency, accountability, and trust in the decisions made.
- **Identification of Potential Issues:** People with a disability often have valuable insights into potential challenges or unintended consequences of proposed policies. Your involvement can help identify and address these issues saving time and resources in the long run.
- **Improved Implementation:** Stakeholder involvement can lead to better understanding of how policies will be implemented on the ground. This insight can help us create more practical and feasible solutions that are easier to implement effectively.

If you have any input you'd like to offer regarding the governance of Bethany or the creation of policies and procedures related to support services (such as safeguarding your rights), please don't hesitate to reach out to us at enquiries@bethanycare.org.



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>

POLICY UPDATE—DISASTER RECOVERY POLICY

In line with recent changes to the NDIS practice standards Bethany has recently updated its policy.

The document includes 5 separate plans for

- 1) Imminent natural disasters,
- 2) Flood or water damage
- 3) Fire
- 4) Clinical waste or hazardous substances
- 5) Pandemic or Outbreak
- 6) Power Outages

Each plan details specific Management or governing body actions and periodic review points. The plans follow the different stages of a disastrous event.

- 1) Preparedness – Before the emergency
- 2) During the emergency
- 3) After the emergency
- 4) Evaluation and Appraisal

In addition to this it contains emergency contact lists, maps and role alternatives in the event of staff absence and a commitment to continuity of service where there are unavoidable interruptions to services.

The document is 22 pages long and will be made available to all participants and their supports through email or printed copy if you prefer. We will also provide a feedback form so you can make any recommendations or suggestions on the content.



Please scan the attached QR code to access the policy . If you have any feedback or suggestions please share your comments using the email enquiries@bethanycare.org



Bethany Care Ltd

9.2 Plan 6 - In the event of an Extended Power Outage



DISASTER - POWER OUTAGE

EMERGENCY CONTACTS & ACTIONS

CONTACTS



- Engergex 13 62 62
- Dial Triple Zero (000) for Police, Fire and Ambulance in an emergency.
- SES: SES app or 132 500 for help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage.

NON-EMERGENCIES

- Phone: Australia: 13 QGOV (13 74 68)



BETHANY CONTACTS

- OFFICE - 07 5551 0276
- SERVICE MANAGER - 0468841695
- ASSISTANT MANAGER - 0423844238
- OPERATIONS MANAGER - 0434846288

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 that 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



About us...

BC OFFICE TEAM

Service Manager
Idris Akintola

Assistant Manager
Teresa Athanasius

Operations Manager
Brian Lynch

House Coordinator
Obert Ndongdzai

House Coordinator
Bola Adeleye

Finance Coordinator
Caron Quilliam

Support Coordination
Dami Omolabi

BOARD OF DIRECTORS

Chairperson
Pastor Justin Reid

Treasurer
Amy Leong

Director
Peter Dokmanovic

Director
Helen Karena

Director
Josie Sproul

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
- phone 5551 0276
- website 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 three SIL homes, Yodelay & Barrier Reef for the men and Maidenhair for the women.
- Short Term Accommodation - Hope Cottage available for short stays in a purpose built modern 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.