

Annual  
Report  
**2022/23**

*Caring for life*





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## 01 Governance

### Board Chair and Chief Executive's Report

We celebrate another successful year caring for loved ones in need. The pandemic operational challenges are spaced further and further apart, as we open up our home to more and more visitors and look forward to Spring with all the celebrations and family get-togethers it entails.

Further to our letter to Prime Minister Albanese and the significant generated media interest which ABH was at the centre of, we have now received all our outstanding Covid grant monies, amounting to several hundred thousand dollars. We continue to achieve operational financial viability while delivering a high standard of care to all our residents and clients. Our People and Culture team are assisting with new employee programs, structures and systems to maintain stability and high staff moral and satisfaction rates. We are rolling out Compicare, a quality and risk-based software system that simplifies risk and policy management and will support the whole team in achieving continuous compliance. Our client base for Bethel Home Care continues to

grow and the team has launched the Spring edition of Connections, a seasonal publication distributed to local clients and their families. Plans for our new residential retirement village are well under way for commencement in mid-2024. The new Lewis Herman sensory park, bridging the retirement village and our care home and designed in consultation with ABH, opened earlier this year. In October we will be seeking expressions of interest from all ABH stakeholders including current and former residents and families to discuss the formation of an ABH Consumer Advisory Body. This is a new responsibility for aged care providers, aimed at improving leadership and culture and increasing transparency and accountability.

Aged Care is a continually challenging, changing and rewarding industry. We may not know exactly what the next few years will look like, but we can reassure all our stakeholders that our community continues to have the strength and capability to take on Goliath. In whatever shape or form is needed. We anticipate with excitement and pleasure the

year ahead; from the continued entrustment of the care of 136 people who live with us, to the continued growth of Bethel Home Care's in-home service offer, and the building commencement of our new retirement village.

Whatever service we provide, know that we stand together, united in one goal: to ensure those in our care are protected and cared for in a tradition that has kept us going for over seventy years. A tradition that may not be recognised by the policy makers in our world, but for us, the ABH community, we know what it means. We live by it. Values based care. Simple.

*Galatians 6:2*

*"Carry each other's burdens, and in this way, you will fulfill the law of Christ."*

**Leigh Kildey**  
Chief Executive

**David Glinatsis**  
Board Chair



### Board members

**Board Chair:**

David Glinatsis

**Vice Chair:**

Belinda Dona

**Directors:**

Peter O'Donnell

Josephine Schreuder

Stuart Gibb

Sharon NG

Michael Kah

Lynette Mackenzie

Jim Kapetangiannis

Catherin Boxhall

**Company Secretary:**

Karyn McCabe



## 02 *Caring for life*

### Faith in Action

With every passing day, every passing breath, how beautiful it is to pause and reflect, to count the blessings that surround us. How rewarding it is too, to extend love and support to those around us.

On the Spiritual Care front, we continue to see 'Faith in Action' through the many interactions with residents, families and staff. We seek to embody the values of ABH as we serve.

ABH continues to benefit from partnerships with local and faith-based Organizations like Ashfield Baptist Church, St. Nectarios Church Burwood, Earlwood Baptist Church, St. Vincent's Ashfield Catholic Church, St. Brigid's Marrickville, St. Fiaccs Leichardt, Wrap with Love, Gideons Bible International and Living Hope among others.

The devotion, commitment, loyalty, constancy, dedication, and generosity of our esteemed volunteers, who serve alongside the ABH staff, is beautiful to experience. From church services to entertainment, bus driving to one on ones, our residents benefit in many diverse ways. We recently on boarded a Greek speaking volunteer to offer the gift of presence and social chats. We provide opportunities to our volunteers to be better equipped through free Meaningful Ageing webinars and Pastoral Care networking opportunities.

We commemorated Anzac Day with a meaningful Service to honour those fallen in defending Country and those impacted by the

tragedy of war. Our residents were involved through different aspects of the service and shared stories through one-on-one interactions. At Easter, we celebrated the aspect of faith through special in-house Church services and Masses. Our Christmas in July celebrations explored a special 'Winter Carol Service' and 'Christmas Trivia' with Ashfield Baptist Homes minister, Pastor Guy and his wife Sandra. Our residents engaged in singing hymns and the 'Christingle' - a symbolic object used in the Advent, Christmas, and Epiphany services of many Christian Denominations to celebrate Jesus Christ as the Light of the World.

We continue to explore experiences with our residents through activities that are meaningful to them, meeting them where they are at, creating memories in this season of life and supporting them alongside their families. We all have the capacity to receive from and give to those around us. We take the time to look back, to reminisce of days past, through music, nature, pictures, words, or silence, with gratitude and sometimes with a tear or two. We sit in the moment....

*"The purpose of human life is to serve, and to show compassion*

*and the will to help others."*  
Albert Schweitzer

In His Service,

**Ruth Njogah**  
Chaplain



### Our Wonderful Volunteers

Our volunteer team is growing and impacting Pastoral Care beautifully! None of this would be possible without them.

#### 40+ years

Gordon Torry

#### 30+ years

Ian Dawson

#### Under 5 years

Fr. George Liangas

Fr. Joti Boliwalu

Fr. Paul Kien

Sr. Rosana Estoque

Ken Kamau

Billy Tang

Tia Sefo

Rosina Sefo

Leona Leung

Nerida Chedra

Maria Mohlakis

Sunnie Elder

Ella Evans

Mike Pearson

Guy Yeomans

Sandra Van Eck

John Kopsiaftis

Mihai Blaga





## 02 *Caring for life*

### Clinical Update

Both Bethel Lodge and AH Orr Lodge received the overall star rating of three stars, updated in August 2023. Both providers received four-star Quality Measure ratings. These indicate aspects of health and wellbeing that are more likely to affect older people but can be minimised when good quality care is provided. The Quality Measure rating reflects the average level of performance over a 3-month period, as well as our goal to provide the highest level of care for people living in AH Orr and Bethel Lodge. The Aged Care Quality and Safety Commission site audit performance report from 15th September 2023 found all eight Standards were compliant for both Bethel Lodge and AH Orr Lodge.

Medication Incidents are monitored monthly by the Clinical Team and discussed in scheduled Medication Advisory Committee Meetings including the General Manager – Care Services, Care Managers, Infection Prevention Control Coordinator, Quality Advisor, Medical Practitioner and Pharmacists to identify trends and provide solutions to avoid incident re-occurrence. Training and medication competency is also organised for the individuals involved for educational development.

Clients' weights are monitored monthly and unplanned weight loss are referred to

Medical Practitioners for follow up review and dietitians for further nutritional advice and management. Measures have been put in place to monitor oral intake such as food and fluid intake chart and frequent monitoring of weight progression. We are undertaking a project to review our 'finger food' options with our dietitian to improve our client's oral intake. Routine surveys of our client's meal presentation, variety of the food offered on the menu, taste of the food, temperature of the meal and size of the meal are undertaken and suggestions or comments for the catering team to take on board are passed on. We have recently engaged with Plena Healthcare to organise regular dietetics review for ongoing nutritional support and management as well as scheduled Podiatry reviews.

We are utilising LenexaCARE for the effective management of pressure injuries. LenexaCARE's patented bed-based continuous care monitoring and management system enables Ashfield Baptist Homes to measure and identify risk in real-time so we can deliver personalised, safe and effective care while optimising client outcomes and enhancing quality of life. We have also engaged with Advance Oral Health to undertake dental reviews.

All clients are followed up with medical and physiotherapy reviews and clearance post falls. The falls trend is reviewed and discussed at

the monthly Falls Meeting to provide further preventative measures to reduce our clients falls risk wherever possible. Ashfield Baptist Homes continues its student association with the University of Sydney. We take on two physiotherapy students per 5-week block to assist with residents' exercise programs, restorative programs, post falls review and falls preventative programs under the guidance of our physiotherapy team.

**Juliet Kei**  
General Manager, Care Services





## 02 *Caring for life*

### Quality Update

The year in review has involved working towards compliance in the Aged Care Quality Standards.

Both our facilities Bethel and AH Orr Lodge had accreditation visits mid-July 2022 by the Commission which resulted in unmet requirements, mainly in policies and procedures and management of resident associated risks.

An action plan to address these unmet requirements was developed to effectively address all noted gaps with a follow-up visit for both homes was conducted in August 2023.

Responses were sent to the Commission addressing noted gaps, bringing both homes back to full compliance with notification from the Commission of its' satisfaction that all requirements have been met.

Third party Food Safety audits were also conducted both our sites and have received an A-grade pass.

Having recently implemented a governance, risk and compliance management system, we continue to make improvements to our policies and processes, with improved capability to analyse data, so our staff have the information and tools to care for our residents and clients

As 30 Sept 2023 both aged care homes remain accredited.

**Fumpa Mitchell**  
Quality Advisor





## 02 *Caring for life*

### People and Culture

At ABH, we have embraced current systems and people to maintain stability during the last twelve months and are moving towards an electronic space. We have built an HR Team linked with professional external connections and are looking to move from a transactional to a transformational business phase.

We have now implemented several processes, including but not limited to:

- Finetuning of job ads
- Finetuning of pre-employment compliance quality checks
- Refined interview guides and position descriptions
- Scanning and electronically saving hard copy employee files
- A streamlined roster variation sign off process
- Management of HR and Payroll inboxes with customer focussed turnaround time responses



We will continue to focus on what we do really well, including providing regular performance feedback, communicating effectively and building rapport with the team whilst managing urgent issues effectively. We will respond to staff feedback from mandatory training sessions and wellbeing conversations to continue building on our positive culture.

The People and Culture space has evolved over the last 12 months and will continue to remain dynamic.

**Neha Haribhai**  
General Manager People & Culture





## 02 *Caring for life*

### Bethel Home Care

Bethel Home Care has increased client numbers by a further 23% across the Inner West and Greater Sydney region during the past year.

It is a privilege to have clients and staff who speak a multitude of languages and have various cultural backgrounds, supporting the rich tapestry of client diversity. Staff are carefully matched with clients' preferences and choices to ensure the best possible care and services are delivered.

Most of our clients come from word of mouth via existing clients, our allied health providers and social workers at the local hospitals. This is all a testament to the wonderful care service we provide.

As part of our affiliation with Ashfield Baptist Homes residential care, our clients are visited by the wonderful pastoral care chaplain who brings emotional and spiritual support to their home. All Bethel Home Care clients are invited to join with the lifestyle and chaplaincy

programs at ABH, and many use the care home for respite care.

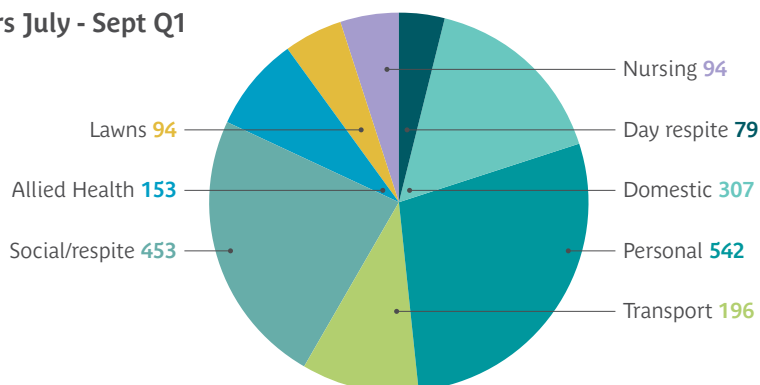
We have introduced new technology to clients so they can see scheduled visits, provide feedback and even see profiles of staff who provide their care. This app allows clients to fully engage with us in selecting their care staff and the times of visits. Bethel Home Care has also just launched Connections, a seasonal newsletter with the goal of keeping our community connected and informed, including stories, lifestyle tips and inspirational projects as well as recipes, competitions and ways to stay active.

Bethel Home Care has provided thousands of hours of care during the past year. The team were proud to receive full reaccreditation from the Aged Care Quality and Safety Commission, meeting all forty four expected outcomes.

**Margaret Pistevo**  
General Manager, Business Services



Hours July - Sept Q1





## 03 *Living at Ashfield Baptist Homes*

### Living Life to the Fullest

The lifestyle team help our residents to live a full life at ABH. Each month, different programs are put together for each section offering an array of choices. Residents decide which events they would like to participate in and often provide suggestions for others.

Throughout the year we have welcomed many entertainers for fun singalongs. Fiona Maria, Ron Ashton, Dale Ryan and Mike Valentine have all made regular appearances. We had a fun morning on May 5th when a Mariachi band came, walking around the facility and entertaining staff and residents.

Cultural events and activities are celebrated through coffee groups, reminiscence groups, armchair travel to a different country each month and cultural meals. We have held celebrations for St. Patricks Day, Valentines Day, Easter, Mother's Day, Father's Day, Kings Birthday, Naidoc Week and Harmony Day. Other fun days have been celebrated throughout the year, including Dress like a Cowboy/girl, Crazy Sock Day, Talk Like a Pirate Day, Melbourne Cup, Australia's Biggest Morning Tea plus Pizza Night and Italian meal day.

Bingo, happy hours, entertainment, tablegames and exercise get-togethers are amongst the popular activities on offer. Other residents

enjoy 1-1 activities such as Scrabble and quizzes in the privacy of their rooms. Our weekly Friday Happy Hour gives residents a choice of beer, wine, lemonade and chips. Ice-cream cones are popular all year round. To date we have used over 108 litres. Ice-cream on a cone appears to be irresistible.

Our bus outings continue regularly thanks to Alvin (LSO) and John (Volunteer). We've visited all our old preferred places and some new ones including Bicentennial Park, Botanic Gardens, Centennial Park, Bayview Park, Rozelle Park, Sydney Olympic Park, Lambeth Reserve, Kurnell, Ramsgate and Sydney Harbour to name just a few.





## 03 *Living at Ashfield Baptist Homes*

### Living Life to the Fullest

We currently have four volunteers from the Aged Care Volunteer Visitors Scheme, and one volunteer driver, who are matched with residents according to their interests and requirements. One resident who enjoys playing chess has been matched with a like-minded volunteer and welcoming this regular one on one visit for over a year, listening to music together, taking care of plants, watching movies and of course playing chess. The lifestyle program also works alongside our Chaplain Ruth assisting residents to attend devotions and church services. We continue to offer Zoom calls for residents to stay in touch with more distant family and friends.

The new Lewis Herman reserve next door is lovely place to visit when the sun's out. Not only do the residents enjoy walking over, they can watch children and families in the park from their balconies, providing a feeling of connection with the community.

Staff run a monthly residents meeting that gives everyone an opportunity to offer suggestions and ideas or give feedback. The agenda covers topics from food to cleaning and staff. The forum is becoming popular with both residents and relatives, and families can also join us via zoom. Regular Food Focus discussions are held for residents to offer input and suggestions on each seasonal menu.

**Morag McHutchison**  
Lifestyle Coordinator





## 03 *Living at Ashfield Baptist Homes*

### Staying connected

We keep families and their loved ones connected and informed in as many ways as possible. All families receive a Welcome email when their loved one enters our residential care, explaining our visiting protocol and ways to stay in touch. We understand that some families prefer emails whilst others prefer engagement through our Connectteam App.

Our website remains dynamic, and we respond to several admissions enquiries each week. Our Facebook page continues to enjoy high engagement from families past and present as well as wider community members in the Ashbury area who often comment on our posts. We have also developed our Linked In profile, posting regular features on our workplace culture and structure to increase our visibility and engagement with the wider industry and workforce.

Family updates are emailed weekly, from clinical care consent forms for on-site clinics to resident surveys, the latest facility news and more. Families are also kept fully informed about on-site and accreditation audits and their results.

Families and staff alike are becoming more and more engaged with our bi-monthly 'Heartbeat' magazine. Each copy features an interview with a staff member and a resident along with general news items of interest, quizzes and updates from the clinical, physio and chaplaincy teams. A new Take Five With... section has been added for those residents happy to chat but less comfortable sharing wider details of their life. Residents and visitors enjoy printed copies while families and wider stakeholders receive digital copies.

**Liz Foster**  
General Manager Communications





## 04 Financial statements

### Statement of Financial Position as at 30 June 2023

	2023 \$	2022 \$
<b>ASSETS</b>		
Cash and cash equivalents	14,921,805	18,000,409
Trade and other receivables	1,218,523	1,453,073
Financial assets	-	-
Investment property	21,390,000	19,614,828
Capital work in progress	3,598,459	3,808,639
Property, plant and equipment	18,527,279	17,846,080
<b>TOTAL ASSETS</b>	<b>59,656,066</b>	<b>60,723,029</b>
<b>LIABILITIES</b>		
Trade and other payables expected to be paid within 12 months	5,744,406	9,332,037
Refundable loans expected to be paid within 12 months	6,823,406	7,629,956
Borrowings expected to be paid within 12 months	442,208	195,000
Employee benefits expected to be paid within 12 months	2,222,377	1,831,892
Trade and other payables expected to be paid after 12 months	-	-
Refundable loans expected to be paid after 12 months	20,470,219	17,803,231
Borrowings expected to be paid after 12 months	463,562	973,459
Employee benefits expected to be paid after 12 months	210,997	305,957
<b>TOTAL LIABILITIES</b>	<b>36,377,175</b>	<b>38,071,532</b>
<b>NET ASSETS</b>	<b>23,278,891</b>	<b>22,651,497</b>
<b>FUNDS</b>		
Accumulated funds	23,278,891	22,651,497
<b>TOTAL FUNDS</b>	<b>23,278,891</b>	<b>22,651,497</b>



## 04 Financial statements

### Statement of Profit or Loss and other Comprehensive Income for the year ending 30 June 2023

	2023 \$	2022 \$
<b>Revenue</b>	16,997,523	16,276,363
<b>Other income</b>	310,595	186,204
	17,308,118	16,462,567
<b>Expenses</b>		
Administration	(627,810)	(604,126)
Agency costs	(907,528)	(528,514)
Catering expenses	(1,624,621)	(1,528,429)
Cleaning and laundry expenses	(825,444)	(1,067,643)
Consulting fees	(185,594)	(159,609)
Depreciation and amortisation	(982,268)	(839,430)
Insurance	(380,983)	(273,643)
Finance costs	(206,341)	(96,518)
Litigation settlement and costs	-	(244,588)
Maintenance costs	(604,767)	(633,100)
Resident and client care expenses	(426,904)	(461,420)
Salaries and employee benefits	(11,054,045)	(9,253,748)
Staff support expenses	(320,698)	(115,382)
Utilities	(289,819)	(273,198)
Other expenses	(19,074)	(18,030)
	(18,455,896)	(16,097,378)
Surplus (deficit) before fair value movement on investment properties	(1,147,778)	365,189
Fair value gain on investment property	1,775,172	-
<b>Surplus before income tax</b>	<b>627,394</b>	<b>365,189</b>
Income tax expense	-	-
<b>Surplus for the year</b>	<b>627,394</b>	<b>365,189</b>
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>627,394</b>	<b>365,189</b>



Ashfield  
Baptist Homes

## *Our Values*

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### **RESPECT**

Treating people with dignity



### **COMPASSION**

Responding sensitively to individual needs



### **EXCELLENCE**

Providing quality services



### **STEWARDSHIP**

Managing environmental & other resources responsibly



### **INTEGRITY**

Being honest and fair

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#### **Ashfield Baptist Homes**

T: 02 9797 3600 E: [info@abh.org.au](mailto:info@abh.org.au) W: [www.abh.org.au](http://www.abh.org.au)

F: [www.facebook.com/ashfieldbh](https://www.facebook.com/ashfieldbh) 31 Clissold Street, Ashfield NSW 2131

#### **Bethel Home Care**

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*Caring for life*