



The Heartbeat

In March the Department of Health and Ageing (DOHA) invited ABH to merge Bethel and AH Orr Lodges. Using a single provider number means one accreditation visit and production of a single set of financial and clinical statistics. This is a huge administrative win for us. The ABH Board have agreed to the merger, and we are working towards the DOHA deadline of 1 May 2025.

Bethel Lodge will be our sole provider name and number used hereafter. AH Orr Lodge will cease to be a provider name used by DOHA, however we are discussing final naming protocols which will be finalised later this year. Ashfield Baptist Homes will continue to be our known and used business name managing our broad umbrella of residential care, home care and respite care.

What does this mean for you? Absolutely nothing. There will be no changes to your fees and charges, your bond or refundable accommodation payments or your care and services. Please reach out via Ana/Reception if you have any questions.

We're excited to be partnering with Dementia Australia over the next three months when care staff will be undergoing cutting edge training called Dine with TED.

Using virtual reality (VR), staff will experience dining through the eyes of a person living with dementia.

www.dementia.org.au/professionals/professional-development-and-training/dine-ted-virtual-reality-dining-experience

Wishing you all a safe and peaceful Easter, Anzac Day and Mothers' Day.

Leigh

Eileen saying hi to Pipi on her way out to lunch.



Coming up...

APRIL

- 01** Fiona Maria entertainment
- 18** Good Friday
- 20** Easter Day
- 20** Orthodox Easter
- 23** Anzac Day Service

Armchair travel to SOUTH AFRICA



MAY

- 06** Dale Ryan Entertainment
- 11** Mothers' Day lunch
- 12** International Nurses' Day
- 19-25** Volunteer Week
- 30** Phillippo Entertainer – Accordion player

Armchair travel to MOROCCO



The lifestyle team will be running quizzes, poetry, art, bus trips, cinema time and more tailored for each double ward.

Little leprechaun Janice and the gang getting crafty on St. Patrick's Day



WELCOME TO THE 34TH EDITION of our new look HEARTBEAT!



- ✓ 33 EDITIONS
- ✓ 41 RESIDENT STORIES
- ✓ 33 STAFF PROFILES
- ✓ 1,000+ PHOTOGRAPHS

We're delighted to launch the new look Heartbeat, still packed with news, anecdotes and photos depicting rich and varied life at ABH.

The first edition of Heartbeat came out in December 2019. It was 8 pages long and contained news snippets including a resident profile. Today Heartbeat has expanded to a regular 12-page magazine, sometimes even 16 or even 20 pages at Christmas. There's always something happening at ABH and our survey results illustrate that families, residents and staff alike read and enjoy the articles and content, in particular the resident and staff profiles and the photographs.

We now include regular sections from the Chaplain, HR and Physio team as well as quizzes, news articles and general news sections on what's happening in and around ABH and the broader Ashfield area. Features, milestones, birthdays, celebrations, special occasions and more are also regular inclusions.

Thanks to everyone who took the time to complete the survey. Please let Liz know if there's anything in particular you'd like to see down the track including special family celebrations.

People & Culture

Wishing everyone a joyful and rejuvenating Easter!

This Easter, HR encourages all staff to take a moment to reflect on both personal and professional growth. This time of renewal is perfect for setting meaningful goals, embracing new opportunities, and fostering positive habits that help us all thrive in both our work and personal lives.

We have employed sixteen new staff in the past two months, reflecting the continued growth and success of our care services, in particular Bethel Home Care which has expanded to over two hundred clients.

HR has implemented a new Human Resources Information System including job advertising, onboarding, checks, compliance, and performance management. We have hired several new experienced RNs and initiated a new compulsory online training module for 2025 managed by our Clinical Nurse Educator, Ruby. We recognise all our recent key successes and milestones by highlighting the stories and achievements that shape our workforce and culture.

New starters since February 2025

Carers

Sione M
Mereani R
Kinisimere T
Bharadom B
Soniya M
Mereani B
Ruci L
Loraini V
Bibek S

Bethel Home Care Support Workers

Rebekah S
Helen K
Nilu N
Tevita L
Annie S
Anubhaw S

Registered Nurse Carmelita R



WELCOME TAVITA

We welcome Tavita to the Bethel Home Care team as our all-round household and lawn maintenance person. Tavita hasn't been with the team for long but he's already received eleven compliments! He's like a breath of fresh air and no task is too big or small. Speak to our Home Care team if you know someone who could use some extra help around the house or out and about.

HARMONY DAY

In March we marked Harmony Day with a staff barbecue, celebrating our richly diverse and multicultural workforce. Harmony Day is an annual feature on the ABH calendar which represents inclusiveness, respect and a sense of belonging for everyone. It celebrates our country's cultural diversity and coincides with the United Nations' International Day for the Elimination of Racial Discrimination.

Leigh and team manning the tongs at the annual Harmony Day BBQ; Patricia, Kenny and Vicki



CONGRATS ASHLEY!

Congratulations to Admin Assistant Ashley Oprea who graduated from Macquarie University last week with a double Bachelor degree in Security Studies and Laws! (pictured with her family).

SOCCKER SUPERFAN

A lifelong Manchester United fan, resident Naftal recently created this amazing poster with carer Tara. Even at 100, his passion for the game is as strong as ever—he recalled most of the team facts on the posters himself including his favourite player, Nobby Stiles, who played in the 1966 World Cup!

Naftal has played sport his whole life - in the 1960s he was the 10th best table tennis player in NSW. He also played table tennis in the Masters Games until he was eighty-five. He still avidly listens to the soccer news and follows Sydney FC and Tottenham Hotspur in the English Premier League because their manager Ange Postecoglou is Australian.

When his grandson got married, Naftal's family teased him that all he wanted to talk to the bride and groom about was the latest soccer results!

Top: Naftal competing in the Masters Games. Middle: Naftal showing off his homemade Man U memorabilia. Bottom: Famously toothless Nobby Stiles celebrating England's 1966 world cup victory.



COME ALONG TO CAFÉ 75!

We've given our newly refreshed café its own name. Café 75 is named in recognition of our 75-year history, along with a brand new design that will catch the eye as soon as you come in. Newly designed menus are next on the cards.





Farewell Ruth!

In March we farewelled our beloved Chaplain Ruth, who's moving on to pursue other interests. Ruth came to Australia in 2018 with her family from Nairobi, Kenya and her husband Ken is Minister at Earlwood Baptist Church. Her introduction to aged care came via voluntary pastoral and home based visits in 2019 with Baptist Care, and a chaplain role at a nursing home in Padstow.

She leaves ABH in safe hands with a wide range of permanent legacies, including the birthday board, the Memorial Display in the lobby, the Memorial fountain plus vibrant spiritual care volunteer and church service programs.



Happy BIRTHDAY!

APRIL

- April 2Derek C
- April 5 Gretta J
- April 12 Marilyn M
- April 18 Monica M
- April 23 Marianne K
- April 23 Olga T
- April 24 Christine S
(pictured)
- April 25 Jim D
- April 27 Mario F

MAY

- May 2 Irene A
- May 2 Judith T
- May 7 Julie W
- May 8 Joan B
- May 9Frances M
- May 12Helen B
- May 14 Alan G
- May 15 Barry C
- May 25 Malcolm A
- May 27 Alice P
- May 30 Ira M

Christine and her sister Robb enjoying the ABH Christmas party.

ABH FIVE YEAR STRATEGIC OBJECTIVES 2024-2029

CONSUMER STATEMENT

I continue to feel part of my local community, regardless of what services I am receiving, or where I am receiving services.

Nothing is more important to us than the care and wellbeing of our consumers - our residents and home care clients. Our full five-year strategy is available on the ABH Annual Report FY2024.

Objective 1: PEOPLE AND CULTURE

We will attract and retain people that have the appropriate skills, passion and motivation to deliver our purpose.

CONSUMER STATEMENT

I can trust I am in a safe place where I am valued and cared for with my dignity respected by an organisation with integrity.



STRATEGIES*

Our residents and clients express satisfaction with our workforce.

“Each staff member of the ABH Family is an integral part of the spirit of ABH. Everyone makes us feel welcome and supported and give us a great confidence in the care provided.”

Family feedback, Nov 2024

“Thanks for all your help [transitioning from in-home care to residential care]. It was a tough journey but made easier with good support.”

*Bethel Home Care client
+ ABH Resident*

We attract the right people to our workforce.

“[She] is really good, always so helpful and attentive and probably doesn’t get the credit she deserves.”

ABH Resident about care staff

“I love my line of work as I feel accomplished in what I do, and I have so many amazing peers who support me and make my work environment feel like home.”

Bethel staff member, Employee Satisfaction Survey 2024

We foster a values-driven culture of success, recognition and commitment to retain quality staff.

“[She] shows deep respect for residents, consistently providing excellent, detailed clinical care. She builds strong rapport with residents and families and sets a positive example for her peers.”

Annual Values Awards nominated staff member for Excellence

“I believe in the vision of the organisation.”

95% Strongly Agree or Agree, Employee Satisfaction Survey

* Refer ABH 2024-2029 Org Strategy for full strategies.

STRENGTHENED AGED CARE *Quality Standards*

The Strengthened Aged Care quality standards will commence from 1 July 2025 in line with the new Aged Care Act. Standard 6 is a new standalone Standard for food: **I enjoy tasty nutritious foods every day.**

At ABH we use a program called Souped Up, where daily, weekly and seasonal menus are developed and then tailored for each and every resident in our care. Weekly menus offer alternative hot meals for lunch daily and one hot dinner option including other options such as soup, sandwiches, salad and dessert.

Resident choice and involvement in menu planning is paramount. Residents and families are consulted in advance on each seasonal menu via Food Forums and Resident Meetings. Their nutritional choices can also be discussed at individual care conferences.

Lifestyle staff and an additional dedicated staff member visit residents and record their meal choices the week prior. The team select options for residents unable to choose based on their personal likes and

dislikes or dietician recommendations. Preferences can be noted for a standard or soft meal – for example, a soft meal can be cut up, or a pureed version of the main meal. All our residents' personal choices are taken on board. If there is a clinical issue, for example, swallowing, their choice is discussed at a separate case conference with families.

Every resident is entitled to Dignity of Risk. It is of paramount importance that we take into account all personal wishes: for example, if Jack has had toast for breakfast his whole life but now has trouble swallowing, he can still have toast as long as this choice and its potential implications are explained fully to Jack and his family.

From 5 May we will be increasing the scope of resident choice with our contract caterer. Some additions include daily breakfast bakery items and yoghurt plus 24/7 tea and coffee stations. Hot breakfast will be available seven days per week (currently two) with extras including hashbrowns, French toast, baked beans, spaghetti, pancakes and waffles.

Staff checking over the daily menu; Freya double checking with Margaret; Lunchtime according to Rita, Margaret and Jeans' choices.



Say hello to **RESIDENT HELEN BONAVENTURA**

As told by her daughter Rosalie

Helen Bonaventura was born on 12 May 1933 in Babinda North Queensland, to Greek born parents James and Rosa Conomos. She was the youngest of four children. Her siblings were called Arthur, Grace and Nicholas.

James owned a cafe in Babinda and was also a cane farmer - Helen grew up on the farm in Woopen Creek. All the siblings contributed to farmlife. Arthur left school early to work on the farm and Nicholas kept up his studies before heading to university to become a doctor. Grace and Helen helped their mother with the hard work of keeping a farming home running. The siblings were all close and we often heard stories about their adventures of swimming in crocodile infested waters, snakes raiding the henhouse and general tomfoolery with the boys against the girls.

Helen was nineteen when she met the love of her life, Leonardo Bonaventura, a young man who was born in Giarre, Sicily and whose parents migrated



to Australia and headed up to North Queensland. Leo was a timber contractor who lived in Mirriwinni, a town just over from Woopen Creek. The couple faced a few hurdles, being differences in age, race and religion, but they eventually married on 18th February 1953 in Innisfail North Queensland, proving love conquers all. They honeymooned in Sydney.

Helen and Leo were living their best lives and soon enough their first child was born, a daughter called Grace, named after her paternal grandmother. Leo's parents made the big move to a property in Moorebank NSW with the rest of his siblings and soon Leo, Helen and a young Grace followed. Leo's parents were market gardeners, and the couple helped on the property with Helen also taking a local job at Cablemakers. Helen and Leo eventually moved to Burwood Heights and Leo took a job at Qantas where he remained until retirement.

Above: Four generations for the annual pic with Santa.

Below: Wedding Day; Honeymoon in Sydney; A great fishing haul; Leo, Grace, Helen and Rosalie.



Seven years after Grace's birth another daughter arrived, named Rosalie after her maternal grandmother. In the following years, Helen also worked at AWA, KC Industries and ended her working years as a tea lady at law firm Mallesons Stephens Jaques.

Helen and Leo opened their Burwood Heights home to family and friends and even boarded two young women, daughters of friends, to help with their initial move to Sydney. It was an open home where family gathered for Sunday lunches. If they weren't at home, you would often find Helen and Leo at Leo's parents'.

Helen and Leo enjoyed spending time together.

They both loved horse racing and fishing. Leo was a shooting enthusiast from his days in North Queensland, and they often went on weekends to Oberon where Leo would assist farmers on their properties. Helen also loved cards, in particular poker, briscola and rummy. In later years Helen took up bowls and joined a club in Cabravale with her two main cohorts, Tina and Joan.

In 1980 Leo was diagnosed with cancer and passed away in June 1982. Helen was shattered and to this day still mourns his death. However, life moves on, and both her daughters married and are raising families of their own. Helen has four grandchildren and six beautiful great-grandchildren with another on the way.

Throughout her life Helen has helped care for others, been a supportive friend and a mother who has always been there for her family. She has loved and been loved by all her family members.

Helen moved into ABH in October 2022 after years of declining health. She enjoyed a great friendship with Valerie, a resident who passed away in 2024. Helen's health has often precluded her from participating in activities but with the help of supporting staff she gives it a red-hot go.

Helen and her brother Nicholas; Trip home with ABH friend Valerie; The girls and their husbands Dave and Glenn; Helen and great friend Tina; With Rosalie and granddaughters Vanessa, Helen and Alexandra; Meeting granddaughter Elle for the first time.



Staff profile

SANDEEP SAPKOTA, CARER

Where did you grow up?

I grew up in Lumbini Province, southern Nepal, a country renowned for its breathtaking landscapes, rich cultural heritage and the majestic Himalayas. My childhood was filled with outdoor adventures, playing cricket with friends, and celebrating traditional festivals like Dashain and Tihar with my family including grandparents, aunts, uncles and cousins. Our family gatherings were always filled with love, laughter and delicious home-cooked meals.

How did you come to live in Australia?

The excellent education system, diverse culture, and vibrant communities made Australia an ideal place to build my future. While adapting to a new country had its challenges, I quickly embraced the Australian way of life and found a second home here in Sydney.

What is your family background?

I come from a loving and supportive family. My parents are my lifelong role models, instilling in me values of hard work and



dedication, and I have a wonderful sister, Usha, with whom I share a strong bond. My grandparents played a significant role in my upbringing, sharing their wisdom.

What inspired a career in aged care?

Usha's dedication to helping others inspired me to explore aged care. She suggested that I consider this field, knowing that I have a natural ability to connect with and support people.

I joined ABH in March 2023 as a carer and it has been an incredibly fulfilling journey. Seeing the positive impact I can make in our residents' lives is truly rewarding, and I cherish working here as it gives me a sense of purpose and fulfillment. I also recently completed studies in Information Technology.

Tell us about your family today.

In 2023, I found my perfect life partner Sadhana and we got married. Her name, which means "dedication" or "devotion," perfectly reflects her personality—she is kind, supportive, and the most important

Below: Sandeep and Sadhana on their wedding day; First job in Australia with the team; Family lunch.





person in my life. We have built a happy life together, and I am grateful every day to have her by my side. We live in Campsie in a home filled with love.

Usha, her husband, my nephew and a cousin all live in Australia, and my parents recently joined us to live here as well. Having my parents here brings back the warmth and love of my childhood. We cherish spending time together, sharing meals, celebrating traditions, and creating beautiful memories.

What do you love doing?

I am passionate about gaming but my first love has always been cricket. Growing up, I dreamed of becoming a professional cricket player and enjoy playing whenever I can. Nepal's national team has been playing exceptionally well in recent times, and I take great pride in their progress. My all-time favourite cricketer is [Indian batter and wicketkeeper] MS Dhoni. Since childhood, I have admired his calmness, leadership, and ability to perform under pressure.

I also love exploring new technologies, traveling, and spending quality time with my loved ones. One day I hope to embark

on a journey to Everest Base Camp and challenge myself to climb Mount Everest, experiencing firsthand the grandeur of the world's highest peak.

If you could meet anyone, it would be...

Elon Musk. His innovative mindset and futuristic vision inspire me. I'd love to discuss technology, space exploration and artificial intelligence with him.

Life's biggest inspiration?

My parents. Their resilience, sacrifices, and unwavering support have shaped who I am today. They have always encouraged me to dream big and work hard toward my goals.

Something no one would guess about you?

I have a deep interest in cybersecurity and ethical hacking. I enjoy learning how systems can be protected from cyber threats and how to strengthen security in the digital world.

Three words to describe you?

Curious, Adaptable, Ambitious

Top: Family game of cricket at Brighton. Below: Young Sandeep; At school in Nepal; Spending time with his dogs.





Reflections

Change is constant, inevitable, shaping life's journey.

As I look back at my ABH journey, my heart is filled with gratitude and cherished memories created amongst the residents, staff, volunteers and family members. I am deeply grateful for the personal growth and learning I have experienced.

1 Corinthians 13:13 reminds us, "And now these three remain: faith, hope, and love. But the greatest of these is love."

Our mission of impacting our community through God's love remains possible – our unity being at the core of the service we provide.

1 Corinthians 12:14, reminds us that "the body is not made up of one part but of many."

In a family-oriented organization, each member, like a puzzle piece, contributes uniquely to the collective success. Every one of us supports our vision. Our shared commitment to one another and to our residents is a powerful reminder that we are stronger together.

I give thanks to God for each of you, and I pray that He continues to guide and bless this incredible community.

You contribution counts.

Ruth Njogah, Departing Chaplain

Residents, families and staff gathered to farewell our beloved Chaplain Ruth.

Spiritual care CALENDAR

APRIL

Sunday Services

06 13 27 9:30am

Catholic Mass

01 15 9:30am

Devotional Service

09 9:30am

Easter Sunday Service

20 9:30am

Anzac Day Service

23 9:30am

MAY

Sunday Services

04 11 18 25 9:30am

Catholic Mass

06 20 9:30am

Devotional Service

14 28 9:30am

PASTORAL SUPPORT

Upon request –

*Ashfield Baptist Church,
Earlwood Baptist Church,
St. Brigid's, Lewisham Parish,
St. Nectarios Burwood.*

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Acknowledgement of country Ashfield Baptist Homes acknowledges the Wangal People as the Traditional Custodians of the lands on which our company is located and where we conduct our business. We recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.