



The Heartbeat

As we head towards 1 July and gear up for the new Aged Care Act and Aged Care Quality Standards our team is working very hard behind the scenes to make this a reality. With six weeks to go (at time of writing) the Department of Health and Aged Care is yet to finalise the rules. This means we are operating in a vacuum without a road map.

Our staff are currently undergoing extensive training in the new standards and what it means from a policy sense but also from a day-to-day care sense. Part of the scope is to develop brand new care plans for all residents. Each resident care plan actually comprises eighteen separate care plans across each care area, such as medicines, hygiene and nutrition. For our 136 residents this effectively means our clinical staff will be writing 2,448 new care plans before June 30th.

Someone recently reminded me of our early efforts when the pandemic made its way to our doorstep in early 2020. There was no operational roadmap then, just a lot of uncertainty and fear. Every day brought new unfaced challenges, and our team pulled together and made it work, with excellent outcomes for all.

We know that we can do it, because we've done it before. Nothing is more important to us than the welfare and care of our residents. We are adjusting the sails to accommodate the wind.

Leigh

Bus trip to Wangal Park Reserve.



Coming up...

JUNE

- 03** Unclaimed clothing collection
- 03** Ron Ashton Entertainment
- 06** Café Anniversary + King's Birthday
- 10** Consumer Advisory Body meeting
- 10** Ukelele group
- 20** Elvis
- 25** ABH Be Kind Day

Armchair travel to **PORTUGAL**

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JULY

- 03** Mike Valentine
- 06-13** Naidoc Week
- 08** Residents Meeting
- 25** Christmas in July Lunch + entertainment
- 30** ABH Be Kind Day

Armchair travel to **CANADA**

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





People & Culture

Our whole team came together for a variety of people activities and celebrations during April and May. Team building exercises in the corridor provided much hilarity for staff and residents alike. Staff enjoyed a well-deserved Easter break and Anzac Day holiday period, complete with plenty of chocolate eggs (perhaps a few too many!) It was a great opportunity to relax and recharge.

Our monthly Be Kind Days foster a supportive and inclusive workplace—a reminder of the power of kindness in creating a positive environment for everyone. Staff often receive positive comments when out and about in their t-shirts.

We also marked International Nurses Day, honouring the dedication and compassionate care our nurses provide –

From top to bottom: Practising teamwork at mandatory training!; Finance team members Ay and Oliver; New HR Manager Cesar; Staff undertaking Resident dining experience 'Dine with Ted' training.



not just to our residents, but to the wider community as well. We showed our appreciation with a delicious lunch, enjoyed together in celebration of our amazing nursing team. Many of our residents are former nurses, including Dorothy (pictured).

Health and wellbeing for all our staff and residents is a continued priority, and we held onsite flu vaccination clinics for staff to help keep everyone safe and healthy through the colder months.

Looking ahead, the HR team is preparing for the implementation of the Strengthened Aged Care Standards which will come into effect on 1 July 2025. This is an important milestone, and we look forward to working closely with all departments to ensure a smooth transition. Staff have been receiving mandatory training on the revised standards to ensure our residents continue receiving the exemplary care including the groundbreaking virtual reality program, Dine with Ted, which replicates the resident dining experience.

That’s all for now – catch you all once again in our next People and Culture update!

Cesar



Happy 90th Olga! (23 April)

Happy BIRTHDAY!

JUNE

- June 2.....Derek C
- June 4..... Nancy D
- June 5..... Lyn M
- June 7.....Shirley R
- June 9..... Les B
- June 11..... Tony C
- June 13..... Bonnie M
- June 16.....Margaret A
- June 16.....Elizabeth L
- June 27..... Gwen B
- June 27..... Olwen C
- June 27..... Helen M

JULY

- July 8 Frank J
- July 10Helen H
- July 10Branko V
- July 12Jennifer G
- July 13Angela B
- July 26 Chrisoula B
- July 26 Peter K

We’re pleased to continue growing across multiple departments. If you haven’t already had the chance, please extend a warm welcome to our newest team members who joined us in April/May:

Carers

Hay Blu Paw R

Registered Nurses

Felvin P
Sanskriti K
Chhitija D

Home Care

Support Worker
Sandra A

HR Manager

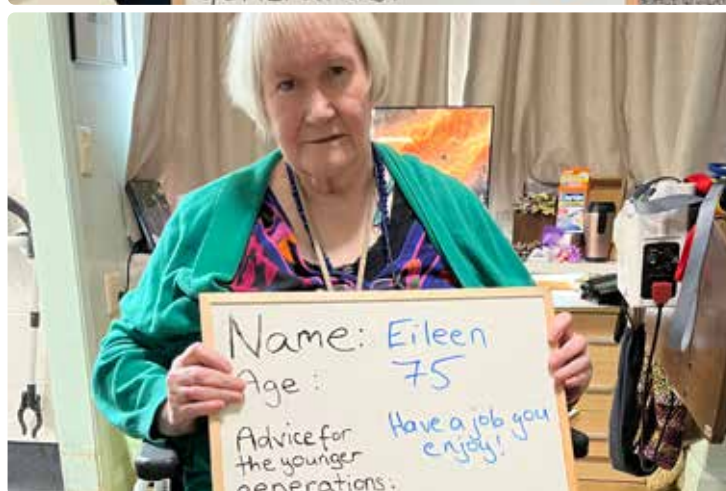
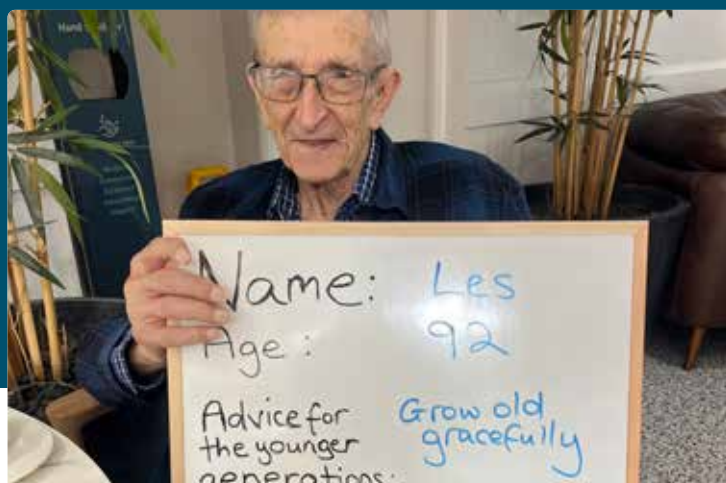
Cesar S

Advice

FOR THE YOUNGER GENERATIONS

If there's one thing our long-lived residents have in abundance, it's wisdom. Check out some of their comments to all young people - some cheeky, some insightful and all honest.





Say hello to **RESIDENT BETTY BEECROFT**

As told by her daughter Denise

Betty Mary Beecroft (née Mathews) was born at home on 23 December 1928.

In her early childhood, she lived in the inner-Sydney suburb of Redfern. As a young girl with beautiful blonde curls, she was much adored by her parents.

During WWII, her father, Bill, served in the Air Force, stationed in the Northern Territory. Money was tight, and her mother, May, worked long hours — by day, waiting tables at the Macquarie Club in the city, and by night, playing piano in a band. Betty often came home from school to an empty house. As an only child, she developed a particularly strong bond with her parents, especially her mum. The family lived in Petersham and later moved to Lewisham.

When she left school at 15, May encouraged Betty to pursue dressmaking. She got a job at Ridgewell's, a small workshop in Campsie, and later worked at Ridley Robes. Betty loved the camaraderie and catching a movie ("the pictures") after work. She made all her own clothes and often sewed outfits for her mother.



Betty remained close to extended family throughout her life. Her cousins Elaine and Kay became lifelong friends. She spent countless happy days well into adulthood at her grandmother's holiday house in Davistown on the Central Coast — swimming, fishing, and enjoying the seaside. In her single years, Betty loved dancing, tennis, going to the pictures, and visiting the beach with friends. A surprising lottery win allowed her parents to pay off their Lewisham home and buy land at The Entrance, which became another beloved holiday destination and tradition.

In 1960, Betty met her future husband, Jim, at a dance at Petersham Town Hall. They married at St Thomas' in Lewisham in July 1961 and welcomed their daughter Denise in May 1962. Jim had a block of land in Wentworthville where they built their forever home. Once settled, two more children — Brian and Kevin — completed the family.

Top: Betty relaxing at her family home.

Below from left to right: Young Betty; With parents Bill and May; Wedding to Jim; Jim and Betty on the way to bowls.



Betty was the perfect companion for Jim. A trip in the car and a simple picnic lunch was a great day out. When children came along, camping holidays became the affordable go-to. She never learned to drive. After one failed lesson with her three children jumping around in the backseat, she gave up. Walking became her form of exercise.

To spend more time with Jim, Betty took up lawn bowls. They travelled to local and regional competitions, making many friends. She surprised everyone — and perhaps herself — when, at 81 years old, she won the singles, triples, and fours club championships.

A devoted Catholic, Betty found comfort and community in her church, especially after the heartbreaking early death of her beloved Jim at just 53. Her father passed away two years later.

May moved in with Betty in Wentworthville where they lived together for many years until May's passing at age 96. During those years, mother and daughter shared many adventures — including train and coach holidays to Perth, Tasmania, New Zealand, the Gold Coast, and rural NSW.



Betty always sees the good in people. She has a gentle, trusting heart — aware of life's darker sides but choosing not to dwell on them. Betty lives simply and has always believed in the power of love and kindness. In turn, she is deeply loved. She is immensely proud of her three children and nine grandchildren, always thinking of them and hoping they are happy in their lives.

“Mum had many friends with whom she shared a cup of tea and a slice of fruit cake, talking about family, health and the world,” Denise says. “In today's language, I'd say Mum has the very highest level of emotional intelligence. Her care for others was genuine and profound. I put her up there with the Dalai Lama and Mother Teresa!”

In late 2023, Betty moved into Ashfield Baptist Homes.

Three words to describe Betty?
Cheerful, non-judgmental, loving.

Top: Family gathering. Below from left to right: A visit from Denise; Betty with all her grandchildren; Betty and her children.



Staff profile

ANKUSH ACHARYA – CARE STAFF & YALINA LAWAJU – CAFÉ STAFF

Where did you meet?

A We met in 2015 at college in Nepal while studying the same Bachelor of Hotel Management degree. During our study placement internship in Dubai we realised we weren't just good friends, we were perfect for each other. Since graduating in Nepal, Australia has become our home, where we've built our life together.

Y We got married on 8th October 2019 in a temple in Kathmandu and we are planning a big ceremony in the future with family and friends in Nepal. I completed my Masters in Hospitality Management here and am now studying Early Childhood birth to five years in between working at ABH.

What are your family backgrounds?

Y I am from the Newari community, known for its rich culture, festivals and strong sense of tradition. I'm the middle child between an older sister and a younger brother. Our home life has always been full of laughter, warmth, and cultural pride.

A I come from a Brahmin family and have one younger brother. We are all about love, support, and strong values, and always there for each other—whether it's for celebrations or just a good old family meal.

What are your jobs at ABH?

Y I've been working in the ABH cafe since May last year. Ankush started working in the café last October and in January he joined the care staff team. Sometimes he fills in for me when I have study commitments! I'm aiming for a career that blends my passion for service, leadership and professional growth.

A ABH is a great fit for both of us and we really enjoy working here. It's nice knowing we're part of the same community. It's a supportive environment where we're constantly learning and meeting amazing people. My aim is to continue growing in a career that's meaningful and people-focused, where I can make a real difference.

Do you have family or close friends in Australia from Nepal?

Y Having Ankush by my side makes me feel at home especially as I don't have my own family here. He has three cousins here with their husbands and children and we are all very close. We love spending time together, especially playing with the kids.

Top: Celebrating at the ABH 75th party. Below: Both making coffee at ABH; Young Yalina and family; Trip to Disneyworld.



A We especially love gathering during festivals—not just with family, but also with close friends who’ve become like family to us. These moments bring a real sense of togetherness and make living far from home a lot more comforting.

Ideal holiday destination

Y Doing our internship in Dubai was a special chapter in our journey, making unforgettable memories together. We’re always dreaming about our next adventure, whether it’s overseas or a peaceful weekend getaway here in Australia.

A Our dream destination is Japan—we’re both drawn to its mix of rich traditions, beautiful landscapes, and exciting city life. Exploring the food, culture, and maybe catching the cherry blossoms or a snow festival is something we’ve always wanted to do together.

What do you enjoy doing together?

Y I love gardening, and we both find peace in tending to plants and creating little green spaces at home. We also enjoy celebrating festivals which keeps us connected to our culture.

A We really enjoy the simple things—like cooking meals together, going for walks, or just relaxing at home with a good movie. Spending time with cousins and



their kids is always a highlight—it brings a sense of family that we both cherish.

Life’s biggest inspiration?

A Our families—their hard work, sacrifices, and constant support have shaped who we are today. Seeing them staying strong through challenges and always prioritising love, education, and unity keeps us motivated to work hard and build a meaningful life together.

Y We’re also inspired by each other. Through every high and low, we push one another to grow, stay positive, and keep moving forward with hope and determination.

Something no one would guess about you

Y We are both introverts who recharge best in calm, quiet moments!

A I am super picky about how coffee is made. Yalina always teases me for being a “coffee perfectionist.” On the flip side, Yalina talks to her plants like they’re her little garden friends, and I secretly think it’s cute—even if I pretend not to notice.

Top: Yalina’s graduation. Below: Celebrating Dashain with family in Sydney; Ankush and cousins.



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 2: SUSTAINABLE SERVICE DELIVERY

We will maintain high quality service provision and continue to generate growth through financially environmentally and sociably responsible practices.

CONSUMER STATEMENT

I will receive a choice of services, and these will exceed best practice. These services will meet my needs now and into the future.



STRATEGIES*

We will involve our residents and clients in decision making

Residents are invited to monthly resident meetings and quarterly food forums to provide input and receive information about news at ABH and menu selection. We also hold a quarterly Consumer Advisory body forum.

We will research new service models to address future Aged Care needs.

We commissioned a new virtual reality training program from Dementia Australia for care staff to replicate the resident dining experience, *Dine with Ted*. The workshop uses VR and avatar technology to see the dining experience through the eyes of someone living with dementia and demonstrates how physical, environmental and communication factors can cause changes in behaviour.

We will promote existing and emerging products using new branding.

ABH is undertaking a comprehensive brand review of all our products and services in early FY26 following independently commissioned research on our brand portfolio. We will identify a clear direction to market and brand our suite of care offers.

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

King's Birthday

QUICK QUIZ

1. **What is King Charles III's official title?**
 - a) King of the Royal Duvet
 - b) King Charles the Magnificent
 - c) His Royal Majesty, the Crowned Crusader
 - d) King Charles III, Defender of the Realm
2. **What is Camilla's official title after marrying King Charles III?**
 - a) Duchess of Soup
 - b) Queen Consort of the United Kingdom
 - c) Lady of the Royal Tupperware Collection
 - d) Countess of Camilla's Corner
3. **Where did King Charles III and Camilla first meet?**
 - a) A royal bake-off in Windsor
 - b) During a royal scavenger hunt (he found the crown, she found the biscuits)
 - c) On the set of Coronation Street
 - d) At a polo match in the 1970s
4. **What is one of King Charles III's famous hobbies?**
 - a) Bungee jumping off Buckingham Palace
 - b) Talking to his plants (yes, really)
 - c) Running a secret royal pizza shop
 - d) Collecting stamps from countries that don't exist
5. **Which of the following is TRUE about King Charles and Queen Camilla's beloved rescue dogs, Moley and Bluebell?**
 - a) They have their own royal butler and wear custom velvet collars
 - b) They were both adopted from Battersea Dogs & Cats Home
 - c) They once chewed up an antique Windsor footstool
 - d) They had guest parts in an episode of The Crown.



From top to bottom:
Bungee jumping off
Buckingham Palace;
The King chatting
to his plants;
Queen Camilla
and Moley.

Answers 1. d) King Charles III, Defender of the Realm. 2. b) Queen Consort of the United Kingdom. 3. d) At a polo match in the 1970s. 4. b) Talking to his plants (yes, really). 5. b) Moley and Bluebell were both rescued from Battersea Dogs & Cats Home, where Camilla is a proud patron.

Reflections

Robert Ward is an award winning American writer and native of Baltimore. He has numerous credits as novelist, teacher, journalist, screenwriter, producer, and actor.

ROBERT A. WARD

He said, "I wish you the courage to be warm when the world would prefer that you be cool. I wish you success sufficient to your needs; I wish you failure to temper that success. I wish you joy in all your days; I wish you sadness so that you may better measure joy. I wish you gladness to overbalance grief. I wish you humor and a twinkle in the eye. I wish you glory and the strength to bear its burdens. I wish you sunshine on your path and storms to season your journey. I wish you peace in the world in which you live and in the smallest corner of the heart where truth is kept. I wish you faith to help define your living and your life. More I cannot wish you except perhaps love to make all the rest worthwhile."

Spiritual care CALENDAR

JUNE

Sunday Services

08 15 22 9:30am

01 29 9:30am online

Catholic Mass

03 17 9:30am

Devotional Service

11 25 9:30am

Orthodox Mass

05 10:30am

JULY

Sunday Services

06 13 20 27 9:30am

Catholic Mass

01 15 9:30am

Devotional Service

09 23 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.