



Ashfield
Baptist Homes

ANNUAL REPORT 24/25

Caring for life

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01 GOVERNANCE

BOARD CHAIR & CHIEF EXECUTIVE'S REPORT

As we are in the final preparations for the introduction of a new Aged Care Act which starts on 1st November 2025, we have been reflecting on some of Ashfield Baptist Homes' key highlights throughout the past twelve months.

We have transitioned operations to one provider number for Bethel Lodge. This means a single accreditation process for the residential business, a simpler more streamlined administration procedure and increased clarity when managing occupancy.

Strategically, we are undertaking a master planning review of all Ashfield Baptist Homes assets so we can future proof our business and continue to provide relevant services well into the future. This could include an on-site Wellness Centre, an expanded residential care offering or rental accommodation for seniors.

We have successfully applied for and been granted funding for the Commonwealth Home Support

Package program which has seen our home care service grow from 30 to 350 clients in the past year. We're also in the process of applying for funding to support a community volunteer visitor scheme in Sydney's Inner West which will further increase the reach of Ashfield Baptist Homes and Ashfield Baptist Church's ministry.

In October we celebrated our 75th anniversary with staff at a special function to honour this remarkable milestone. We are continually upgrading our existing facilities, with significant refurbishment to Brunswick wing and other rooms when they become vacant.

We continue to set our own direction despite strong winds buffeting us. Our compass is Christ, our sails are woven of faith and hope, courage and love. We can only face forward and lean into the wind, putting our trust in the creative spirit to lead us ever forward.



Thank you to the whole community for your continued support and contribution to making ABH a beautiful place to live and work.

Leigh Kildey
Chief Executive

David Glinatsis
Board Chair

BOARD MEMBERS

David Glinatsis (Board Chair)

Belinda Dona (Deputy Chair)

Peter O'Donnell

Jo Schreuder

Catherine Boxhall

Stuart Gibb

Jim Kapetangiannis

Michael Kah

Sharon Ng

Lynette Mackenzie

Company Secretary:

Karyn McCabe

02 CARING FOR LIFE FAITH IN ACTION

Understanding each person's own values and comfort zones is essential to providing the best spiritual care. It helps older persons feel more at ease and emotionally resilient as they age. Person-centred care that honours cultural and individual needs supports meeting everyone's top priorities.

We appreciate the willingness of our volunteers, pastors, priests, and nuns to serve without expecting reward. They frequently give up their own time and effort on behalf of our community, supporting our residents, clients and staff. Past and present family members continue to bless us by volunteering their time and talents through social visits and attendance at our religious and cultural programs.

Our volunteers take turns in hosting Sunday church services throughout the year. Additionally, we hold Catholic Mass on the first and third Tuesdays of each month plus a Devotional Wednesday on the second and fourth.

We continue to host a bi-monthly Greek Orthodox mass. Many of our residents find significance in birthdays and name days, which are commemorated in Heartbeat and on the ABH family tree.

In collaboration with the multidisciplinary team, we continue to advocate for the spiritual care needs of all the people we care for. Resident meetings, one-on-one conversations and questionnaires are used as feedback tools to continually refine our services.

We continue to prioritise one-on-one visits to our residents who are confined to their rooms, providing them with our time, presence, spiritual and emotional support. Whether our residents have large close families or distant loved ones, our staff are like family at our residents' side.

Sr. Jenieth Gesta
Acting Chaplain



VOLUNTEERS

We wholeheartedly thank our volunteers for generously giving their time and skills to our community.

40+ YEARS

Gordon Torry

30+ YEARS

Ian Dawson

10+ YEARS

Fr. George Liangas

5+ YEARS

Fr. Joti Boliwalu

<5 YEARS

Fr. Noel Soares

Fr. Doan Ho

Sr. Rosana Estoque

Rev. Kem Kamau

Pst. Billy Tang

Pst. Tia Sefo

Pst. Rosina Sefo

Pst. Micah Hurst

Pst. Maria Matherson

Nerida Chedra

Trish Richards

Leona Leung

Maria Mohlakis

Sunnie Elder

Anna Gonsalves

Michelle McKenzie

Annie Tsang

Fabiola Diaz

02 CARING FOR LIFE CLINICAL UPDATE

The Medication Advisory Committee comprising the General Manager Care Services, Clinical Coordinator, Clinical Educator, Quality Advisor, doctors and pharmacists, meets monthly to discuss medication incidents, identify trends and provide solutions to avoid incident re-occurrence. Required training and medication competency is also identified and planned for staff requiring educational development.

Resident weights are monitored monthly and unplanned weight loss is referred to GPs for review and dietitians for further nutritional advice and management. Plena Health dietitians conduct monthly reviews for ongoing nutritional support and management. Additional referrals are made to the Speech Pathologist to conduct swallowing assessments for

residents of concern to ensure the correct diet and fluid consistency is provided. All residents and families are invited to regular Food Focus Meetings to contribute their input prior to the release of the seasonal menus. The Plena Healthcare podiatrist also reviews residents on a six-weekly basis to ensure optimum foot and toenail health is maintained.

Falls management is monitored and discussed at monthly forums by the clinical and physiotherapy teams to ensure preventative measures are implemented wherever possible to reduce our residents' falls risk.

Maintaining compliance in all clinical aspects remains our top priority to ensure all our residents are receiving quality clinical care alongside tailored personal care.

**MAINTAINING
CLINICAL COMPLIANCE
REMAINS OUR TOP
PRIORITY TO ENSURE
QUALITY CARE**

**Residents
who experienced
pressure injuries**

0

**Equal to national
average**

**Residents
with unplanned
weight loss**

↑1%

**above the national
average**

**Residents
with a major
injury from a fall**

0

**Below the national
average**



02 CARING FOR LIFE CLINICAL UPDATE



Residents
who experienced
a fall

↓**11%**
below the national
average

Residents
prescribed more
than 9 medications

↓**9%**
below the national
average

Residents
subject to
restrictive practices

↓**8%**
below the national
average

We also recruited a full time Clinical Educator in June 2025 to train staff on the strengthened aged care quality standards that come into effect on 1st November 2025. The change in the standards focuses on 7 key areas:

1. The individual
2. The organisation
3. The care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community

The monthly education calendar focuses on mandatory key topics to ensure educational compliance is maintained.

Bethel Lodge's three-year accreditation expires on 27 August 2027. Since the provider number consolidation, all ABH wing names remain the same but staffing has been adjusted slightly across ground and first floors. Bethel Lodge currently has a four-star rating in My Aged Care.

Juliet Kei
General Manager Care Services

**THE MONTHLY
EDUCATION CALENDAR
FOCUSES ON MANDATORY
KEY TOPICS TO ENSURE
EDUCATIONAL
COMPLIANCE IS
MAINTAINED**

02
CARING FOR LIFE
QUALITY
UPDATE

With the commencement of the Aged Care Act deferred to 1 November 2025, our team has maintained strong momentum in preparing for compliance with the updated standards. Over the past year, we have revised policies, updated documentation and embedded strengthened requirements into our operational systems. Residents have been reassessed using newly aligned tools to ensure care plans reflect the revised quality standards and remain responsive to individual needs.

A comprehensive gap analysis has been completed. Ongoing audits are supporting alignment with the strengthened standards, guiding targeted improvements and active monitoring of compliance. The use of the Commission's pre audit tool has further enhanced our readiness by streamlining evidence collection and strengthening our ability to demonstrate compliance with transparency and accountability.

All staff have undertaken training on the strengthened quality standards, equipping them with the knowledge and skills to deliver care in line with elevated expectations. At the same time, residents continue to be supported with information about their rights and the standard of care they can expect, reinforcing our commitment to person-centred service delivery.

Through these initiatives, we remain on track to achieve full readiness for the commencement of the Aged Care Act, continue to strengthen our systems and deliver high-quality, person-centred care.

Fumpa Mitchell
Quality Advisor



**RESIDENTS ARE
FULLY SUPPORTED WITH
INFORMATION ABOUT
THEIR RIGHTS AND THE
STANDARD OF CARE
THEY CAN EXPECT**

02 CARING FOR LIFE PEOPLE AND CULTURE

A major business achievement has been the successful implementation in mid-2025 of our new HRIS (Human Resource Information System) – Employment Hero. This significant project transition has shifted the business to a fully integrated HR platform capable of streamlining a wide range of processes.

The new system empowers staff to manage their own information, update personal details, access documents and submit requests directly, reducing administrative burdens and improving efficiency across the organisation.

The HR function has been instrumental in securing approval of our Aged Care Labour Agreement from the Department of Home Affairs. This development will be pivotal in supporting Ashfield Baptist Homes to continue delivering its mission and responding to the growing challenges of workforce demand in the aged care sector. Benefits include:

- **Addressing workforce shortages:** Allowing recruitment of skilled direct care workers from overseas, helping to fill critical staffing gaps in a highly competitive labour market.
- **Tailored visa pathways:** Providing access to a more streamlined sponsorship process and visa options designed specifically for aged care roles, giving us greater certainty in recruitment planning.
- **Retention and stability:** Supporting longer-term visa arrangements, enabling us to invest in and retain skilled staff, reducing turnover and reliance on short-term solutions.
- **Supporting quality care:** Safeguarding our capacity to meet resident needs and deliver consistent, high-quality care by expanding our ability to attract and retain a skilled and diverse workforce.
- **Strategic workforce planning:** Providing an important tool to strengthen our workforce sustainability and align with both current and future operational needs.



ENHANCING EMPLOYEE ENGAGEMENT & CULTURE THROUGH SOCIAL ACTIVITIES

At ABH, we recognise that a strong, positive workplace culture benefits not only our staff but also the residents we care for. From team-building days and cultural celebrations to morning teas and “Memorable Moments”, these opportunities help strengthen

connections between colleagues, boost morale, and create a supportive, inclusive environment. They also enrich the lives of our residents by promoting a warm, community-focused atmosphere where everyone feels valued and connected.

02
CARING FOR LIFE
PEOPLE AND
CULTURE

EMPLOYEE SERVICE MILESTONES

We extend our gratitude and congratulations to staff who reached significant service milestones. Their dedication reflects the loyalty and commitment that underpin the culture of Ashfield Baptist Homes.

LOOKING AHEAD

Key initiatives for the coming year include:

- Reviewing **HR policies and compliance** to ensure alignment with the upcoming Aged Care Standards.
- Launching a refreshed **staff satisfaction and engagement survey** to guide future HR priorities.
- Strengthening **learning and development pathways**, including leadership capability.
- Expanding **wellbeing initiatives** to support staff resilience and engagement.
- Embedding **diversity and inclusion strategies** to support our staff.

Cesar Antonio Suazo
HR Manager



**32 YEARS
OF SERVICE!**
Bernadette Agyepong
Youen Chen

25 YEARS OF SERVICE
Vida Acheampong
Dorcas Berkoh
Hilary Hua
Losi Tangi

**20 YEARS
OF SERVICE**
Nebyat Lual
Salote Tumatai
Debbie You

**15 YEARS
OF SERVICE**
Malbika Basnet
Sabita Bista
Julie Fotopoulos
Kanta Koirala
Bhadra Waiba

**10 YEARS
OF SERVICE**
Bijaya Dumre
Vicki Hatzisevastos
Isabel Njoroge
Jeanie Shin

**5 YEARS
OF SERVICE**
Kenny Adetunmbi
Angela Lau

02
CARING FOR LIFE
BETHEL
HOME CARE



Bethel Home Care services continue to expand. We currently offer over twenty-five home care specific staff providing care and services to over three hundred community clients. Our geographical reach stretches from Ashfield to Bondi to Bankstown to Sutherland.

Management of the Commonwealth Home Support Program has led to several happy clients choosing Bethel Home Care as their provider

to manage their Home Care Package services. We have two gardeners employed with a view to a third, and the purchase of a new van to provide gardening and lawn services has seen a huge return on investment.

Bethel Home Care has provided over twelve thousand hours of care services over the past twelve months, which is a fifty eight percent increase from the previous year.



**WE OFFER
OVER 25 SPECIALIST
HOME CARE STAFF
PROVIDING CARE AND
SERVICES TO MORE
THAN 300 COMMUNITY
CLIENTS**

02
CARING FOR LIFE
BETHEL
HOME CARE



MARKETING

Our continued marketing and promotion of our home care services has led to direct referrals for both funded programs. The team has been presenting at local Probus groups, targeted ethno-specific groups such as the Polish Club and other community seniors' groups with a very positive response and feedback from participants. Presentations are booked up until end of the year. The seasonal publication of Connections has been well received by clients, with many offering to share their life stories for our articles. We have also launched a standalone website for the service offer.

A successful tender for the Aged Care Volunteer Visitors Scheme funding would provide us with an additional forty volunteers to deliver social services to both home care and residential aged care clients and assist in reducing their loneliness and isolation. All of this aligns with ABH's mission and values. The successful tenders will be announced at the end of the year.

Margaret Pistevos
General Manager Operations

03
LIVING AT ASHFIELD BAPTIST HOMES
LIVING LIFE
TO THE FULL



The lifestyle team continues to offer varied, meaningful and purposeful activities and events. We aim for all residents to feel they are living their lives to the full according to their own choices about their involvement.

In September we ran a planning workshop with an Occupational Therapist, with a focus on consultation with residents to create the best possible lifestyle programs in the future.

During the past year our residents have visited over thirty six destinations across fifty four bus trips. We are lucky we live close to some beautiful parks and beaches. We also ran bespoke trips including a trip to the Palace Cinema in Leichhardt to watch “Jane Austen wrecked my life” plus a visit afterwards to McDonalds. A trip to see the Christmas in July decorations at

The Grounds café in Alexandria was another great day out. Residents also enjoyed a visit to the Hazelhurst Gallery with afternoon tea in the garden.

We enjoyed entertainment from Dale, Maria, Ron and Mike but also delighted in visits from the Cardinal Freeman Ukelele group, Karl Irving, Greg Dimmock and Geoff Seude, aka Elvis. Philipo Witwer also entertained us with his piano accordian. We also welcomed two beautiful miniature ponies who visited residents in their rooms to help celebrate Melbourne Cup.

Each month we celebrate a different country in our armchair travel groups which we visit through music, movies, song, food and reminiscing. In the past year we have visited China, New Zealand, Ireland, South Africa, Mexico, Portugal and Jamaica. An Amazon dancer entertained us during our trip down the Amazon.

03
LIVING AT ASHFIELD BAPTIST HOMES
LIVING LIFE
TO THE FULL



**WE AIM FOR ALL
RESIDENTS TO FEEL
THEY ARE LIVING THEIR
LIVES TO THE FULL
ACCORDING TO THEIR
OWN CHOICES
ABOUT THEIR
INVOLVEMENT**

Our Administration team joined in the fun by organising four unique and entertaining activities for our residents. In August we celebrated Daffodil Day with a spring feel and flowers, cakes and balloons. A caricaturist was invited to draw fun cartoon pictures of the residents along with drinks and nibbles in September. Our popular affiliation with Canterbury Child Care Centre continues with twice weekly visits.

Residents and children alike participate in floor games, arts and craft and visits. We have also celebrated Australia Day, St. Patrick's Day, Valentines Day, Easter, Mother's Day, Anzac Day, Kings Birthday,

Christmas In July, Father's Day, Australia's Biggest Morning Tea, Lamington Day, Smores day, a mens barbecue, Christmas parties, Santa photos and Naidoc Week.

Our activity program changes weekly and is full of variety. Bingo remains the most popular. From January to September we have run over eighty sessions, including 640 games and 1,600 bingo prize lollies. Art and cooking classes and other creative opportunities remain popular.

We thank our volunteers from the Community Volunteer Visitors Scheme for their assistance and support in providing meaningful activities to our residents.

Morag McHutchison
Lifestyle Co-ordinator

03
LIVING AT ASHFIELD BAPTIST HOMES
STAYING
CONNECTED

Families continue to receive welcome emails when their loved ones move into our care. These messages contain everything they need to know about staying in touch, from in-person visits to virtual visits and ongoing infection control procedures. Tips on One-on-One visits are shared with a link to the past year's Resident and Consumer Advisory Body Meetings. All family members and close contacts are added to the database and invited to join the Connecteam messaging app, which is used for important and urgent updates.

ABH's social media presence has gone from strength to strength. The Facebook page continues to receive very good engagement. We have launched our own Instagram page which is growing exponentially. Posts with extremely high engagement include residents holding signs giving their advice to the younger generations. These are

particularly shared and commented on throughout local communities such as Ashbury and Dulwich Hill. The lifestyle team take regular photos and clips which are shared in a private Google link to families in the weekly email update, along with other important information and news.

The bi-monthly Heartbeat was relaunched in April with a new look and bright colours. Since its launch in December 2019, this popular in-house magazine has seen 36 editions, 44 resident stories, 36 staff Profiles and more than 1,000 photographs plus a regular variety of topical features.

Liz Foster
General Manager
Communications

ABH'S
SOCIAL MEDIA
PRESENCE HAS
GONE FROM
STRENGTH TO
STRENGTH



04
FINANCIAL STATEMENTS
STATEMENT OF
FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
Assets		
Cash and cash equivalents	23,652,493	18,267,526
Trade and other receivables	907,871	908,881
Investment property	21,390,000	21,390,000
Capital work in progress	6,569,759	5,270,118
Property, plant and equipment	18,107,505	18,480,360
Total Assets	70,627,628	64,316,885
Liabilities		
Trade and other payables expected to be paid within 12 months	8,941,525	4,192,174
Refundable loans expected to be paid within 12 months	6,613,657	7,837,809
Borrowings expected to be paid within 12 months	2,342,642	1,821,233
Employee benefits expected to be paid within 12 months	1,948,226	2,098,604
Refundable loans expected to be paid after 12 months	24,879,949	23,513,429
Employee benefits expected to be paid after 12 months	177,607	223,685
Total Liabilities	44,903,606	39,686,934
Net Assets	25,724,022	24,629,951
Funds		
Accumulated funds	25,714,022	24,629,951
Total Funds	25,714,022	24,629,951

04
FINANCIAL STATEMENTS
STATEMENT OF PROFIT OR LOSS
AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
Revenue	23,212,484	21,787,141
Other income	947,041	705,424
	24,159,525	22,492,565
Expenses		
Administration	(879,536)	(1,025,470)
Agency costs	(926,203)	(1,046,243)
Catering expenses	(1,990,062)	(1,848,900)
Cleaning and laundry expenses	(809,583)	(837,737)
Consulting fees	(234,840)	(260,404)
Depreciation and amortisation	(1,312,034)	(1,161,797)
Insurance	(796,699)	(519,688)
Finance costs	(84,992)	(80,454)
Maintenance costs	(715,870)	(750,562)
Resident and client care expenses	(538,434)	(561,049)
Salaries and employee benefits	(14,190,333)	(12,318,041)
Staff support expenses	(238,832)	(226,806)
Utilities	(226,257)	(316,033)
Other expenses	(131,779)	(188,321)
	(23,075,454)	(21,141,505)
Surplus (deficit) before fair value movement on investment properties	1,084,071	1,351,060
Fair value gain on investment property	-	-
Surplus before income tax	1,084,071	1,351,060
Income tax expense	-	-
Surplus for the year	1,084,071	1,351,060
Other comprehensive income		
Total comprehensive income for the year	1,084,071	1,351,060



ASHFIELD BAPTIST HOMES



02 9797 3600



info@abh.org.au



www.abh.org.au



www.instagram.com/ashfieldbaptisthomes



www.facebook.com/ashfieldbh



31 Clissold Street, Ashfield NSW 2131

BETHEL HOME CARE



02 9797 3600



info@abh.org.au



www.bethelhomecare.org.au

