

The Heartbeat

Ashfield
Baptist Homes
Caring for life

OCT/NOV 2025

It was lovely to meet some residents at our September Residents Meeting and hear firsthand what it is like to live at Ashfield Baptist Homes. Our team welcomes ongoing feedback to best improve the experience for residents and families. We are working on an exciting project which maps our customer journey, from first hearing about ABH right through to moving into our care. More details to follow.

We recently celebrated RU OK Day, which reminded us of the importance of checking in on our own and other people's mental health and wellbeing. Sometimes a kind word or smile can make all the difference. Moving into aged care can be a challenging and confusing time for residents and their families. Please reach out to our care staff or Chaplain if you need an extra helping hand.

We're looking forward to celebrating our Staff Values Awards in October. They recognise our staff contributions as individuals and in turn reflect our appreciation. Please nominate a staff member if someone has made an impact on you or your loved one's care.

Meanwhile, with Spring in the air, we are refreshing some of the gardens around the home and hope you have a chance to stop and enjoy the changing season.

Helen – Interim CE

Gretta proudly displaying her artwork after the decoupage session. Decoupage is the art of decorating an object by gluing coloured paper cutouts onto it in combination with special paint effects and other decorative elements.



Coming up...

OCTOBER

- 03** Grand Final Happy Hour 1.30pm
- 07** Ron Aston 10.30am
- 17** Elvis
- 21** Oktoberfest craft beer tasting & snacks
- 27** Afternoon high tea 1.30pm
- 30** Phillip Accordion player

Armchair travel to GERMANY

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NOVEMBER

- 04** Melbourne Cup Celebrations
Race @ 3.00pm
in Cinema and Chapel
- 04** Visiting ponies 1.30pm
- 11** Remembrance Day

Armchair travel to ETHIOPIA

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The lifestyle team will be running quizzes, poetry, art, bus trips, cinema time and more.



People & Culture

It has been a busy and productive period for the People & Culture team, reaching several important milestones and kicking off key projects.

We have successfully implemented our new Human Resource Information System (HRIS) – *Employment Hero* by transitioning from our previous system to a fully integrated platform that streamlines a wide range of HR processes.

Staff can now manage their own information, including updating personal details, accessing documents, and (coming soon) submitting leave and other direct requests. The reduced administrative workloads and improved organisational efficiency will help to sharpen our focus on care.



Labour Agreement Application Lodged

We're also pleased to share that the People & Culture team has lodged our Aged Care Labour Agreement application with the Department of Home Affairs. We are now awaiting formal approval.

This is an important step in our efforts to meet growing workforce demands and continue delivering high-quality care. Stay tuned!

Preparing for the New Aged Care Standards

We are also actively preparing for the introduction of the new Aged Care Standards, which will bring significant changes to how care is delivered and regulated, including:

- Reviewing and updating HR policies and procedures as well as Job Descriptions.
- Delivering training and resources to staff.
- Supporting leaders to embed the standards into everyday practice.

We're committed to supporting everyone through this transition and ensuring we're well-positioned to meet the new requirements with confidence.

*This page: Clinical Educator Kate going through the Advance College students' final assessments.
Opposite page: Student helping residents at craft time.*

Training partnership

Thanks to the latest group of students from Advance College who recently completed their work placement at ABH as part of studying a Certificate 3 in individual support. The placement included 120 hours of practical experience alongside our staff.

Cesar Antonio Suazo, HR Manager

WELCOME!

Welcome to several new staff to our ever-growing ABH/BHC team. Thank you for joining the ABH community.

Table with 3 columns: Role, Name, and Name. Rows include Bethel Home Care (Anil T, Chadi H, Beth F), ABH RN's (Susma K, Gellie V), ABH EN's (Unika K, Sophiya S), ABH Carers (Jesus L, Sovaia N), Julie Ann V, Soikksha K, Laxmi L, Sital K, Arieta K, Tulsi P, and Licia S.

Welcome also to Jason, our new Maintenance Officer who joined the team in early September from Tuesday to Thursday. Please say hi if you see him around.



Happy birthday David! (Aug 12)

Happy BIRTHDAY!

OCTOBER

- October 1..... Gloria K
- October 1Gaetan Z
- October 7..... Mary C
- October 7.....Antonio D
- October 14 Mary H
- October 14David T
- October 15 Panagiota D
- October 17 Gerald B
- October 19 Katina N
- October 20 Steve H
- October 24Con N
- October 25Peter T
- October 25 Angela S
- October 28Maria Z
- October 30 Georgia P

NOVEMBER

- November 3Peter M
- November 5Shirley C
- November 15Kalliope B
- November 15Anna S
- November 19 Pamela G
- November 18Doug C
- November 22 Michael R
- November 24 Julie S
- November 27Rosaria M
- November 28Dr. John S
- November 29Joyce C

HAPPENINGS

Top row: Homemade banana sundaes, YUM. Middle row: Visiting time; The best kind of eyepatch; Talk like a Pirate Day. Bottom row: Never too old to enjoy craft; The Amazon comes to ABH; Ready for Bingo.



Admin Challenge

It's mate against mate in Admin as the team has been divided into smaller groups and allocated a different month each to devise a new fun, engaging and creative activity for our residents.

SEPTEMBER – DAFFODIL DAY

The **September** crew kicked things off with a morning tea on Daffodil Day complete with cupcakes and fundraiser.



OCTOBER – CARICATURIST

For **October**, caricaturist Steve Panozzo provided lots of smiles and great fun sketching and chatting to residents.



Say hello to...

RESIDENT ANN LUTTRELL

I've lived here permanently since March 2025 after a couple of previous short stays in respite. Before here I lived in Dulwich Hill near my daughter Kerry.

I was born at home and raised in Turramurra on Sydney's north shore. Dad was not in the services as his eyesight was poor. When I was ten the family moved to Hobart for my father's new job in the Tasmanian Tax Office. In 1941 I remember going on the overnight train from Sydney to Melbourne and then on to Hobart. The ship was always in total darkness due to the war blackouts and the risk of any submarines lurking between southern New South Wales to the Bass Strait. If you used a light you had to make sure there was absolutely no chance of any light getting out.

My sister Jean and brother John and I had a lot of fun in Tasmania. My sister and I often played tennis. I spent a lot of time with the Girl Guides, playing games and collecting clothes for the war effort. We lived in New Town, just north of Hobart. Jean and I would fly in to Sydney each year to go to the Easter Show. Mum was

a homemaker looking after us all while my dad worked.

My mother's father arrived here in 1888 from Ireland and bought an orchard on the border of Pymble and Turramurra. Dad's family were from England. Back then it was a fair hike from Turramurra to Randwick – a mile's walk to the station, then a train to Central and another bus to Randwick. When Mum was growing up there wasn't even a harbour bridge crossing.

I worked for a firm of stockbrokers in Sydney as the secretary to the Managing Directors, mainly doing the mail and typing envelopes for correspondence. Then I worked for Burroughs computers (later Unisys) as the secretary to the Director. These roles were quite demanding and required working quite long hours on occasion. Later I worked for a Business Enterprise organisation in Chatswood. I didn't fully retire until I was in my mid seventies.

I married my husband William in Tasmania when I was 23 and we moved



Above: A visit from Kerry. Below: With sister in law Jan; Ann and her father on her wedding day; John, Jean and Ann.



back to Sydney. Bill was in the Royal Australian Navy and was working on HMAS Melbourne, an aircraft carrier. When we lived at Nowra, they would train the pilots to fly at nights. They always gave me the jitters, hearing them going out and practising bumps and circuits, for hours.

My daughter Kerry was born in Hobart.

After we moved to Sydney, my father died and I lived with my mum, so I had a lot of home support with Kerry. We lived in Artarmon and moved to Chatswood when Kerry was twelve. She loved swimming, and we would go to Balmoral Beach every Saturday. I loved that time.

Kerry is married to my son-in-law Kent

and I have two granddaughters, Rose and Tess. I used to walk them to school which was just across the road from my unit in Dulwich Hill. Their school friends all called me 'Nanna'. They also came to me after school of an afternoon. We would play 'shop' and Chinese checkers, and I'd help them with their homework.

Today, Rose is an English teacher and her husband Ciaran is a science teacher. I see them whenever possible. Tess lives in Newcastle with her partner Jake so I don't get to see them all that much. She's training to become a midwife.

I loved walking and gardening.

Our garden in Artarmon

was like a country garden with a few vegetables and seasonal shrubs. I'm a lifelong reader and I love reading in the bay window in my room; I'm reading a Val McDermid at the moment. I also love people watching and I have a great view from my bedroom of the street. Kerry takes me out shopping. She's on holiday in Iceland at the moment sailing through the icebergs. I expect she'll be seeing puffins. I'd love to see puffins myself.

I got my drivers licence when I was 43

and bought my first car. I really loved driving and Mum and I went on many long car trips. Once we drove across the Nullarbor and up to Geraldton, and we drove to Cairns twice. It was nothing for us to go for a Sunday drive and end up in Orange for lunch! Kerry went to university in Armidale and I would often drive her back after her holidays in Sydney and visit her in term time.

I love my family. I'm friendly, interesting and I have an enquiring mind.

Above: Kerry Kent Ann Rose and Tess Below: Sons in law Ciaran and Jake with Tess, Rose and Ann; Tess, Rose and Ann.



Say hello to...

PETER MURRAY, ABH BUS DRIVER

I am the fifth of six children, born and raised in Sydney. Both my parents were born here, with British ancestry going back a generation or two. I lived in Lalor Park, a proper Western Suburb, and went to Seven Hills West Primary School then Blacktown Boys High School. I was the first in our family to go to University, and the first to drop out too! I lasted about 8 months into a Bachelor of Science in Information Technology before I realized it wasn't for me. So my father told me to get a proper haircut and get a real job.

We lived in a 3 bedroom fibro housing commission bungalow set on a ¼ acre block. We had the outdoor dunny with the pan collected twice a week until the sewer came out west. One night every year in July Dad would come home with a big red box full of fireworks and we would go crazy around the back yard bonfire trying not to blow each other up, or sometimes that was the actual goal.

I first started work, ironically, as a Computer Operator and then Computer Programmer. I have experienced first hand the evolution of the once humble Computer through its many changes in size and capabilities. Smartphones today have more storage and applications than the largest commercial computer in banks and government had in 1980. After 40+ years I decided enough was enough and it was time to maybe start giving back. I left full-time employment in 2023 and started working as an NDIS support worker and relief school Bus Driver. And Uber driver. I started as the part time ABH bus driver in September (Job #4) and Job #5 started this year as a high school exam invigilator. I am easing into retirement, remember.

I am happily married to the wonderful Kathleen and we will be celebrating our

Below: Peter and Kathleen; Celebrating Christmas in July with Jean; Out and about with Margaret.



40th anniversary this November. We met at Blacktown RSL, what I jokingly refer to as “the scene of the crime”. Our first family home was in Merrylands and then we moved to Bexley and now Stanmore. We have three children, Lauren lives in London, Jed lives in Roselands, and Natalie lives about 300m from us here in Stanmore.

From 1983-84, Kathy and I spent a year in Europe. We returned with nothing but I reckon the trip prepared us enormously for anything life might throw at us. The experience you gain with the people you meet and travel with is what makes a holiday.

I love playing chess, soccer and sudoku plus listening to music and reading. My favourite pastime remains athletics. I started when I was 12. These days I compete in Masters Athletics for athletes over 30. My finest achievement was finishing 3rd in the Men's 55-59 age group in the Decathlon at the 2016 Masters Athletics World Championships in Perth (where I also set an Australian record!)



If I could meet anyone - I want to say Jesus Christ or maybe Aristotle, or more recently Pele. But if it was someone still alive I'm going to lock in Carl Lewis who won Olympic gold medals in the 100m, 200m and long jump, which were all events I favoured.

I am constantly learning and adjusting my opinion according to books and stories I read and listen to. Isaac Newton wrote in a 1675 letter to Robert Hooke, “If I have seen further it is by standing on the shoulders of Giants”. Very little we do or know is entirely new or hasn't been built on work of our predecessors. It teaches humility about one's own achievements, or at least it should!

All up I'd describe myself as stoic, paradoxical and ambiguous.

Above: Flat out after a big race.

Below: Western suburbs boy; Karate champ; On holidays in Ireland with the family.



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.

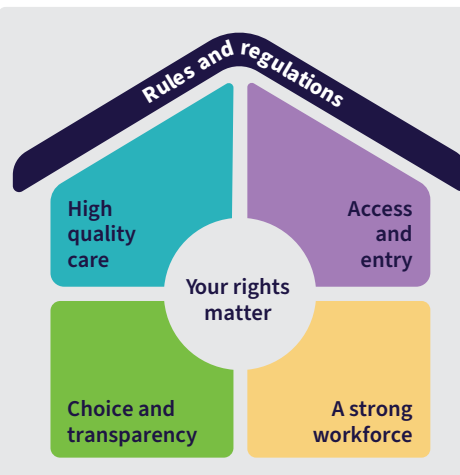
Nothing is more important to us than the care and wellbeing of our consumers - our residents and home care clients. Our full five-year strategy is available on the ABH Annual Report FY2024.

Objective 4: GOVERNANCE AND COMPLIANCE

We will provide proactive governance that exceeds industry standards and is driven by the organisation's values, beliefs and commitments.

CONSUMER STATEMENT

I am in a place where I am valued and there are people, processes and procedures in place to ensure my safety and quality of life.



STRATEGIES*

Increase Board visibility to the community.

We invited the Board, residents and families to an informal drinks party to get to know each other and put names to faces.

Above: Board member Catherine chats with Shirley and her daughter at the drinks party.

Ensure ABH has access to the right information about the Aged Care Act and how to comply with changes.

Every HR function at ABH is working hard developing their own timeline of key tasks including updated care plans and ongoing staff training to prepare for the revised Aged Care Quality Standards.

Identify the skills required to meet our objectives and create a framework to promote ongoing learning and organisational best practice.

The Clinical Educator position delivers guidance and continuous development aligned with best practice in aged care, incorporating regular toolbox talks that reflect the updated Aged Care Quality Standards commencing 1 November 2025.

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

A trip down memory lane

RESIDENT LES BAGUST

Les Bagust recalls a few episodes dealing with communication which occurred in the early years of his life.

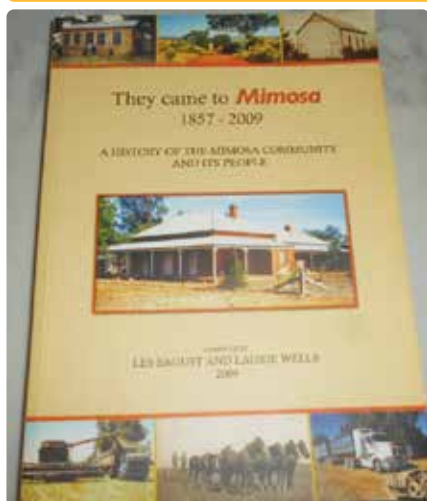
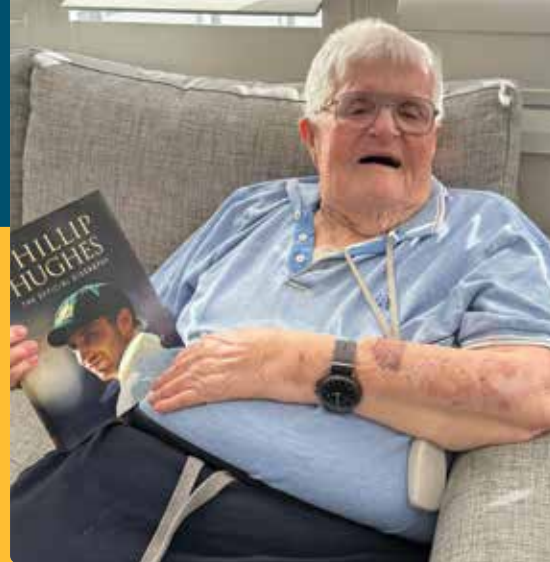
I was born in a place called Mimosa near Temora and lived there until aged six. It's just a tiny village in country NSW. Actually I wrote a book about its history ['They came to Mimosa: a history of the Mimosa Community and its people', published in 2009, co-written with Laurie Wells].

My father was the sole teacher in the Mimosa country school. After Mimosa we moved to a place called Wattamondara, between Cowra and Young. We were there for five years. Then we went on to a place called Illabo, between Cootamundra and Junee. I did my leaving cert in 1949 in Cootamundra. It was a railway town. One night Dad woke me up and we could hear all the sirens and bells sounding across the country. It marked peace in the Pacific.

Illabo was about halfway between Sydney and Melbourne. We lived near the trainline in the school residence, which had our first telephone. Before then we had to go to the post office to make a trunk call. One time the phone rang in the middle of the night and it was the station master at Junee. He asked my dad to go and asked the Illabo station master to change the signals for the Sydney-Melbourne train. Then he rang back again a fortnight later and asked the same thing. The signals were manual in those days.

When Mum and Dad left Mimosa to go to Wattamondara in 1938, the P&C gave my dad a battery radio as a gift. Dad used to get up in the middle of the night and listen to the test cricket. Mum kept the radio until she died and then I had it for many years afterwards. In the end I donated it to the museum in Temora.

Above: Les enjoying his latest biography. Below: History of Mimosa; Radio memories; Doing research with Alvin.



Reflections

Understanding each person's values and comfort zones is essential to providing spiritual care. It can help older people feel more at ease and emotionally resilient, particularly at the end of their life. Person-centred care that honours cultural and individual needs helps guarantee the priorities of all our residents.

We appreciate the willingness of our volunteers, to serve without expecting reward. Their work supports all our residents and creates a strong sense of community.

"Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms." 1 Peter 4:10

Sister Jenieth Gesta, Interim Chaplain ABH

Below: Regular volunteer Fabiola with Helen.



Spiritual care CALENDAR

OCTOBER

Sunday Services

12 19 26 9:30am

05 9:30am online

Catholic Mass

07 21 9:30am

Devotional Service

15 29 9:30am

SEPTEMBER

Sunday Services

02 09 16 23 9:30am

30 9:30am online

Catholic Mass

04 18 9:30am

Devotional Service

12 26 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.