

# The Heartbeat

As we reflect on the legacy of the Anzacs, we are reminded of values that continue to shape who we are as a community: courage, mateship, resilience, and sacrifice. These are not just words from history. They are qualities we see every day at ABH.

Our residents embody the spirit of the Anzacs in deeply meaningful ways. Many have lived through times of hardship, uncertainty, and profound change. They have shown quiet strength, supported one another through life's challenges, and demonstrated a resilience that inspires us all. Their stories, wisdom, and enduring sense of community mirror the very essence of what the Anzacs stood for.

Every day at ABH we are privileged to walk alongside individuals who have contributed so much to the world we know today. It is our responsibility to honour that legacy - not only through remembrance, but through the way we provide care, foster connection, and uphold dignity and choices every day.

This Anzac Day, we pause to acknowledge not only those who served, but also the remarkable lives we care for within our own community. Their courage and spirit continue to guide us, reminding us of the importance of compassion, respect, and standing together.



Please join us in a special ceremony which will be held at 10.30am on Friday 24th April. More details inside.

**Leigh**

*Left: Elaine and Heather enjoying high tea.*

## *Coming up...*

- 05** Easter Sunday Lunch
- 14** Maria Entertainment
- 17** BBQ
- 24** Geoff Suede Entertainment
- 24** Anzac Day Service

## **Armchair travel to AFRICA**

- 10** Mother's Day lunch
- 12** International Nurses Day
- 13** ABBA Concert by Admin Staff
- 15** BBQ
- 29** Dale Ryan Entertainment

## **Armchair travel to MEXICO**

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



## CLINICAL TEAM UPDATE

Welcome to **Frank Onaghise** as our new Clinical Care Coordinator for the first floor (Lewis Herman/Pratten/Surbiton/Cherrie Hynton). Elaine Panta remains the Clinical Care Coordinator for the ground floor (Brunswick/Ambleside/Glenara/Lynton). The CCC is the senior clinical staff member working day to day on the floor.

Frank joins us as a highly experienced Registered Nurse with a strong background across aged care, disability, and acute hospital settings. He brings extensive clinical expertise in areas such as wound care, medication management, and complex care, along with valuable experience in training, assessment, and team leadership.

His appointment further strengthens our clinical leadership capability, supporting the delivery of high-quality clinical care, case management, and service coordination across the organisation.

Please say hi if you see him!



THEY SHALL GROW NOT OLD,  
AS WE THAT ARE LEFT GROW OLD:  
AGE SHALL NOT WEARY THEM,  
NOR THE YEARS CONDEMN.  
AT THE GOING DOWN OF THE SUN  
AND IN THE MORNING,  
WE WILL REMEMBER THEM.

**LEST WE FORGET.**



## ANZAC DAY

At ABH we commemorate Anzac Day each year to remember those who have served to defend Australia.

Australian and New Zealand soldiers landed on the beach at Gallipoli in Türkiye on 25 April 1915 along with soldiers from other nations, including England, France and India. This was the first major military campaign for our soldiers and nurses.

The Australians at Gallipoli came from all sorts of backgrounds, but they shared the terrible experience of war. Ever since then, for more than 100 years, our navy, army and air force personnel have honoured the memory of our original Anzacs.

### ANZAC DAY CEREMONY 2026 Friday 24th April 10:30am

- Welcome Speech with an Acknowledgement of the Traditional Owners
- Hymns: Abide with Me
- Prayer: Chaplain
- Commemorative Address: ANZAC Requiem
- Wreath Laying: Kevin (Resident)
- Ode of Remembrance
- The Last Post – Play Bugle
- Period of Silence – 1 Minute
- National Anthem
- Final Prayer: Chaplain

# Birthday Bonanza!

## APRIL

- April 2 ..... Derek C
- April 4 ..... Elizabeth S
- April 5 ..... Gretta J
- April 8 ..... Robin K
- April 12 ..... Marilyn M
- April 18 ..... Monica M
- April 23 ..... Olga T
- April 24 ..... Christine S
- April 27 ..... Mario F



## MAY

- May 2 ..... Judith T
- May 3 ..... Irene A
- May 7 ..... Julie W
- May 8 ..... Joan B
- May 9 ..... Frances M
- May 12 ..... Helen B
- May 14 ..... Alan G
- May 15 ..... Barry C
- May 25 ..... Malcolm A
- May 25 ..... Wendy O
- May 27 ..... Alice P
- May 27 ..... Heather U



Top left: Many happy returns Helen! (19 Feb).

Top right: Happy birthday Patricia! Celebrating with family & friends (13 Mar).

Middle left: Many happy returns Sheila! (30 Mar).

Middle right: Happy birthday Dimitria! Here's hoping she shared the cake! (24 Feb).

Bottom row:  
Happy Century  
Jean! (9 March)  
- Celebrating with  
family & friends.



## April Quiz

- 1. What is the birthstone for April?**
  - A. Ruby
  - B. Diamond
  - C. Emerald
  - D. Chocolate gem
- 2. In Italy, what famous Easter bread shaped like a dove is traditionally eaten?**
  - A. Panettone
  - B. Colomba
  - C. Focaccia
  - D. Pizza Bunny
- 3. What does ANZAC stand for?**
  - A. Australian Navy and Army Corps
  - B. Australian and New Zealand Army Corps
  - C. Allied Nations Army Command
  - D. Another Nice Aussie Celebration
- 4. What game is traditionally played in pubs on ANZAC Day in Australia?**
  - A. Poker
  - B. Chess
  - C. Two-up
  - D. Musical chairs
- 5. In France, instead of the Easter Bunny, what is said to deliver eggs?**
  - A. Chickens
  - B. Church bells
  - C. Storks
  - D. Flying croissants
- 6. What simple biscuit is traditionally associated with ANZAC Day?**
  - A. Shortbread
  - B. ANZAC biscuits
  - C. Tim Tams
  - D. Fairy bread
- 7. In Poland, what Easter Monday tradition involves splashing water?**
  - A. Wet Monday
  - B. Splash Festival
  - C. Water Parade
  - D. Chocolate slip 'n' slide buckets and water pistols!
- 8. In Spain, Easter is marked by large parades known as what?**
  - A. Carnivals
  - B. Processions
  - C. Street parties
  - D. Siesta marches

*Answers on page 5.*



## SLICE OF LIFE AT ABH

Top row, left to right: Lovely moment of connection between Beth and Helen; Jenga with Shirley and Angela; Fiona Marie entertaining. Bottom row, left to right: Don choosing a book to read with his cuppa; High tea with Tuti, Bill and Doug; Lucky last on the bus, Margaret off to the park.



**April Quiz Answers:** 1.B Did you know? Diamonds symbolise strength and clarity, and are one of the hardest natural substances on Earth. 2.B Did you know? Colomba means "dove" in Italian and symbolises peace. It's similar to Christmas panettone but made especially for Easter. 3.B Did you know? The ANZACs were part of a larger Allied force during World War I and became known for their courage and endurance. 4.C Did you know? Two-up is a simple coin-tossing game that became popular with soldiers during World War I and is legally played on ANZAC Day. 5.B Did you know? According to tradition, church bells "fly" to Rome on Good Friday and return on Easter Sunday, dropping eggs for children along the way. 6.B Did you know? ANZAC biscuits were sent to soldiers during the war because they kept well during long journeys. 7.A (Smigus-Dyngus) Did you know? This playful tradition symbolises cleansing and renewal — though it can get quite lively with buckets and water pistols! 8.B Did you know? Spanish Easter processions are famous for their elaborate costumes, music, and statues carried through the streets.

# Resident Survey Feedback DECEMBER 2025/26

## WHAT WE DID WELL

**97%** Dignity, Respect, & Person-Centered Care

Residents shared that staff treat them with kindness, respect and take time to understand their individual needs.

**86%** Culture and Lifestyle

Residents enjoy the activities and opportunities to socialise while in the home.

**86%** Environmental Hygiene & Cleanliness

Residents reported that the home is generally clean and well maintained.

## WHAT WE CAN IMPROVE

**67%** Food & Dining

Some residents were not aware that food and drinks can be requested anytime through our 24/7 menu.

**70%** Feedback & Complaints

Some residents were unsure whether concerns raised had been followed up.

**80%** Staff Availability

At times residents were unsure when staff were available or where to find them.

## WHAT WE ARE DOING

- Making the 24/7 Menu More Visible in key areas
- Include 24/7 menu on supper trolley so staff can offer choices
- Keeping Residents updated on feedback received & actions taken to be shared at Resident Meetings.

### Improving Staff Visibility

- Staff will check in more regularly with residents
- Leaders will review staff presence in common areas.

## EASTER DELIVERIES

From left to right: Marilyn getting her eggs delivery from Easter Bunnies Alvin and Beth; Pina getting her choccy; Peter hoping they're all for him!



# Staff Survey Feedback DECEMBER 2025/26

## WHAT WE DID WELL

**86%** Team Culture & Professionalism

Staff reported positive working relationships, mutual respect and strong teamwork across the organisation.

**85%** Job Satisfaction & Engagement

Job Satisfaction remains stable, with most staff reporting they are happy in their roles and enjoy the work.

**85%** Workplace Health & Safety

Staff continue to report feeling safe at work and supported with the resources needed to perform their roles.

## WHAT WE CAN IMPROVE

**81%** Communication

Care staff indicated that information was not always communicated clearly or in a timely way.

**80%** Leadership Visibility

Some staff would like to see leaders more regularly across the home.

**83%** Feedback & Recognition

Staff expressed interest in receiving more regular recognition and feedback for their contributions.

## WHAT WE ARE DOING

- Exploring use of information screens to share updates and important information across the home.

### Increasing Engagement

- Information sessions with managers
- Staff engagement events & opportunities to connect
- Introducing Employee of the Week
- Trial program for the next 8 weeks before full implementation.

## FAIRYTALE DRESS UP DAY

From left to right: Fairytale Dress up day – Danny, Jayne and Jess with resident Kevin; Tinkerbell and Little Red Riding Hood on delivery duty; The fairytale team.



## SLICE OF LIFE AT ABH

Left hand column, top to bottom:  
We've gone viral! 62,500 views and counting! Huge thanks to resident Jennifer's daughter Mandy for taking our Resident Choir; Michael employing his fine motor skills – harder than it looks! Library visit for Pina and Helen.

Middle column, top to bottom:  
Barry & Bonnie celebrating a wonderful milestone; Gretta and friends from the local childcare on St. Patrick's Day; Tuti making a yummy smoothie.

Right hand column, top to bottom:  
Regular exercise helps our residents keep mobile; Kate getting her hair coloured by Beth for World's Greatest Shave Day; Prasad out and about on his morning walk.



62,500 views and counting!



*This column, top to bottom: Happy Harmony Day Patricia! Margaret adding to the Harmony Day poster; Don's a dab hand.*

*Right: Heather's mobility exercises help her to get up the bus steps.*



## Physio Corner

### STAYING ACTIVE AND SAFE

Maintaining mobility and independence is very important for our residents' overall health and wellbeing. In the Physio team, one of our key focuses is helping residents stay as active as possible while ensuring their safety. Regular movement, even small daily activities such as short walks, seated exercises, or participating in group activities, can help maintain muscle strength, balance, and confidence.

Another important focus for our team is fall prevention. As people age, balance, strength, and reaction time can change, which may increase the risk of falls. Physiotherapy plays a key role in assessing mobility, recommending appropriate walking aids, and providing exercises to improve strength and balance. Our goal is to support residents to move safely while maintaining their independence as much as possible.

We also work closely with nursing staff, carers, residents and families to ensure the best outcomes for everyone. By working together, we can help residents remain active, confident, and engaged in their daily activities.

Remember, movement is medicine — every little bit of activity counts!

**Angela Lau, Physiotherapist**



## Say hello to...

RESIDENT LYDIA LESPA

I was born in Latvia in 1942. My father was Latvian and my mother was Estonian. I had a brother called Valdemar, he was two years younger than me.

My family came here when I was five. We left Latvia because of the communist movement and moved to Augsburg in Germany first before coming to Australia. There weren't any visas for America at that time. My mother's brother-in-law lived here. We first arrived into Fremantle and then were moved to Surry Hills which was the slum area where refugees were sent. I couldn't afford to live there now!

My father was a solicitor in Latvia but he had to do manual work here because he couldn't speak English. My mother raised the family. We would often go to Bronte Beach at the weekend. I was close to Valdemar, he was very clever and interesting. He died when he was eleven, he had a problem with his liver. My father died when he was 67 so my mother was a widow for over thirty



Top: Valentines goody bag. Above: Lydia and her mother in Hawaii. Below left to right: The family head to Sydney; Lydia and parents out to dinner; Graduation as a teacher.



years. It was just me and my mother after that. We did a lot together. We went overseas and travelled on cruises and trips. I wanted to travel and do the things that other people enjoyed doing.

**I went to Bourke Street Public School** and then Fort Street High School where I got my Leaving Certificate. I worked as a teacher all my life. I started at Smithfield Public, teaching the infants. I would help the other young teachers a lot with their language and expressions and so on. I made a lot of friends when I was teaching. We used to enjoy going dancing, to Petersham Town Hall, The German Club and other places.

**There was a need for teachers** in the regions so I worked at Dungog Public School for six years, which is near Barrington Tops. I bought my first house in Dungog and sold it when I moved back to Sydney. Then I bought a house in Revesby.

**My father taught me the piano** and I played the guitar. I also played basketball and paddle tennis when I was younger. I've always enjoyed making things, crocheting and knitting. My mother did too. I collected dolls and spoons from gifts over the years. My doll collection is still at my mother's place.

**I lived in Hurlstone Park before here.** I lived there for a long time. My good friend Vera helped me with moving in here last October. We met at the Canterbury Bankstown Leagues Club. She came for the Christmas lunch last year. Irene is another old family friend, she is my beneficiary.

**I like living here** and appreciate being asked about and included in the activities. I enjoy going out on the bus trips and excursions with some of the other residents. There's something different happening every day.

**I would describe myself as a kind and caring person.** I always looked out for other people and tried my best to help them when I could.

*Top: Christmas lunch with friend Irene; Middle: Visit with Santa; Bottom: Out and about with ABH.*



## People & Culture

### INTRODUCING EMPLOYEE OF THE WEEK

We have launched a new Employee of the Week program, designed to recognise and celebrate the outstanding contributions of our Clinical team.

Each week, our Registered Nurses will nominate a Carer who has gone above and beyond in demonstrating ABH's values of Respect, Compassion, Excellence, Stewardship, and Integrity through their everyday work.

**Congratulations to Dorcas for her much deserved recognition as our first Employee of the Week.**



The Employee of the Week will be rewarded through our new HR platform *Employment Hero Benefits and Perks*. These include access to a wide range of benefits that support financial security, wellbeing and lifestyle, such as gift vouchers, electrical items and more.

In the coming phases, this program will be expanded to include all staff across ABH, ensuring everyone has the opportunity to be recognised for their contributions. It celebrates the exceptional work that happens here every day and shines a light on the people who make it possible.

### EMPLOYMENT HERO PAYROLL AND ROSTER IMPLEMENTATION UPDATE AND NEXT STEPS

Key elements such as master rosters, work patterns, pay run inclusions, and employee data are being set up followed by testing, review, and feedback ahead of our planned launch in July 2026.

The new rostering functionality will bring practical day-to-day improvements. Clearer visibility of work patterns, more efficient roster management and easier access to information in one central system will all make for a more efficient workplace for our staff and home environment for our residents.

### WORK HEALTH & SAFETY

Our internal WHS audit is complete. This important milestone has given us valuable insights, highlighting where we are performing well and identifying key areas of improvement to further strengthen safety across ABH.

Targeted improvements are being finalised, supporting a safer and more consistent working environment for everyone.

Thank-you to all staff for their continued commitment to maintaining a safe and supportive workplace. Everyone who works at ABH contributes to building a strong safety culture across ABH which translates to our residents and clients.

**Cesar Antonio Suazo, HR Manager**

**New Starters since February 2026:**

- Frank O – Clinical Care Coordinator
- Elenita P – Café staff
- Elena G – BHC Support Worker
- Farhan J – Finance Team
- Huiru L – BHC Support Worker
- Jonathan K – BHC Support Worker
- Junu K. - Carer
- Nigela B – Registered Nurse
- Pamela DC – BHC Support Worker
- Sirsa P – Carer
- Tjui T – BHC Support Worker



*Above: Students from the Linx Institute being trained on site, one of our allied trusted colleges. We are currently reviewing all our training alliances.*

**REVERSE PEPA  
SPECIALISED PALLIATIVE  
AGED CARE TRAINING**

Staff are currently undergoing external Federal Government funded training hosted by PEPA Aged Care. PEPA stands for Program of Experience in the Palliative Approach. Developed by the Queensland University of Technology, the program facilitates specialised palliative care by educators.

The program has been redeveloped and refunded for 2025-2026 with the aim of improving the knowledge, skill and confidence of the aged care workforce to practice a palliative approach to care for all patients and families in aged care environments. Additional education will also help staff connect and interact with specialist palliative care environments to better support residents and families.



The on-site training is flexible and designed to align specifically with ABH's learning needs. All care staff including clinical, care and lifestyle are participating. The face-to-face training also includes an online learning module.

For more information go to <https://pepaeducation.com/pepa-aged-care/>

*Above: Care and lifestyle staff in a reverse Palliative Care Pepa Training session.*

## Staff profile

**TONY NGUYEN**

**AIN / PHYSIO ASSISTANT**

**My name is Tung but people often know me as Tony.**

**I was born and raised in Hanoi**, the beautiful capital city of Vietnam. Located in Northern Vietnam, Hanoi is an ancient city with a thousand years of civilization. It's known for its rich cultural heritage and historical landmarks like the Temple of Literature and Hoan Kiem Lake. The city offers a wonderful blend of bustling streets and tranquil lakes.

And of course, Hanoi is a culinary paradise, famous for dishes like Pho and Egg Coffee. The local people are very friendly and hospitable. I highly recommend visiting Hanoi, it's a must-see destination.

**I studied financial management** in both Vietnam and Australia before moving to Australia in 2019.

**I am the second of two kids** in my family. My parents used to own a



business in Vietnam, so they were often very busy. My older sister went to study abroad when I was quite young, so it instilled in me a sense of independence from a very young age. I still remember cooking my first meal for myself and my parents to try when I was 5 or 6 years old and I carried on my love for cooking after that.

**In Hanoi, I was very close to my grandmother**, a cousin my age and other friends who shared my interests in sports and music.

*Above: Tony on the care team looking after Bill.*

*Below: Tony and family in Sydney.*



**Music was a big part of my childhood**

and continues to be very important to me, like a friend who is always by my side. I also love playing basketball, soccer and swimming.

**I have worked at ABH for two years,**

starting as an AIN (Assistant in Nursing). Working in aged care was initially a completely new experience for me, and recently I've had the fortunate opportunity to experience a new role as a Physio Aide.

**I really enjoy working here,** I've learned many new things about particular work methods and knowledge related to my job including caring for and getting to know the residents. Some of my colleagues are always caring and helpful to me, and I appreciate and respect them.

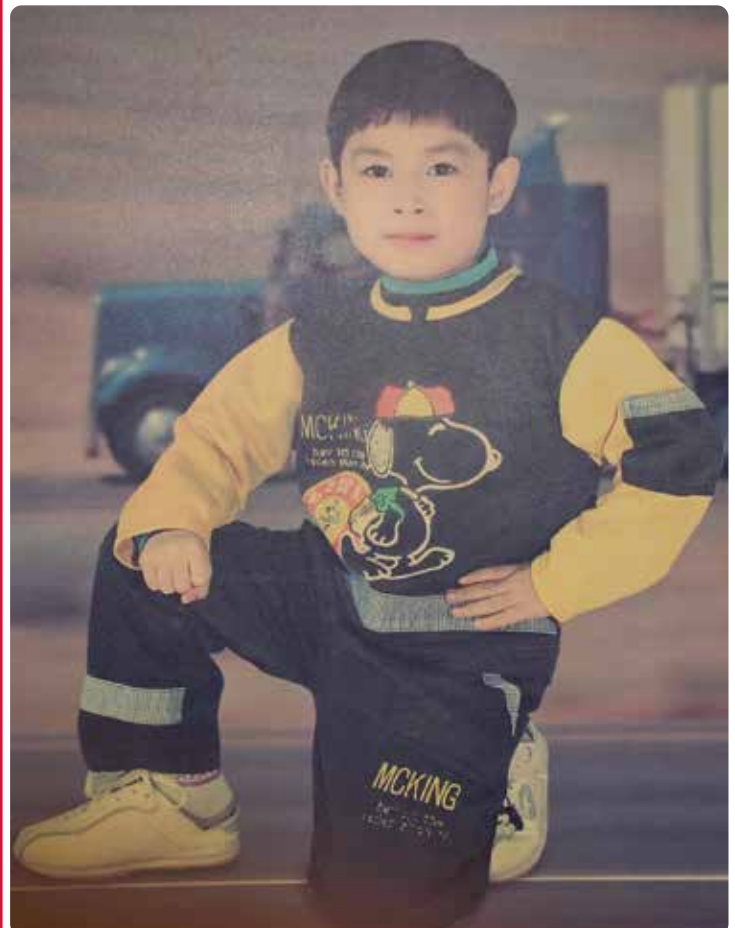
**In Australia I have some friends from Vietnam, the Philippines and Thailand.**

We always share and try new and delicious foods whenever we have the chance to meet. I also love spending time with my family (parents, sister, and my nephews).

**I love learning new skills.** But I also really enjoy my time alone, activities like going to the gym, boxing and listening to and composing music which I love so much.

**I am always aspiring to improve myself every day,** always striving to be a good person and to love my family. I would describe myself as responsible, a lover of self-improvement and a good person.

*Right top: Helping Helen on the motomed bike as the new ABH Physio Aide. Right bottom: young Tony growing up in Hanoi.*



## Reflections LIFE

At ABH our motto is Caring for Life. In the quiet seasons of aged care, we pause to reflect on the beautiful tapestry of life. Each wrinkle tells a story – of laughter, trials weathered, and love that endures. As the years gather, we see how every chapter, however fleeting, holds divine purpose.

During Easter week, we remember the ultimate story of hope. Just as Jesus walked through suffering to the glory of resurrection, our own journeys mirror this sacred rhythm. In Christ's victory over death, we find peace knowing our spirits are eternal.

Anzac Day remains a significant day of commemoration for Australians. On this day, we honour all those who have served and given their lives. And those that continue to serve our nation, in wars, conflicts and peace operations. We express gratitude for this service as a solemn reflection. True life, forgiven, and forever, awaits beyond these earthly rooms and halls.

*Because He lives,  
we too shall live.*

*John 14:19*

**Danny Suleiman,  
Chaplain**



(image: Sunshine Coast Courier Mail)

## Spiritual care CALENDAR

### APRIL

#### Sunday Services

05 12 26 9:30am

19 9:30am online

#### Catholic Mass

14 21 10:00am

#### Devotional Service

01 08 15 22 29 10:00am

#### Anzac Day Service

24 11:00am

### MAY

#### Sunday Services

10 24 9:30am

03 17 31 9:30am online

#### Catholic Mass

12 19 10:00am

#### Devotional Service

06 13 20 27 10:00am

#### Orthodox Service

15 1:00pm

### PASTORAL SUPPORT

*Upon request.*

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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.