

The Heartbeat

At ABH, we believe everyone has a role to play in creating a safe, welcoming and respectful community. While our staff are committed to providing safe, high-quality clinical, personal and lifestyle care, residents and families are just as important in helping us achieve this.

The strengthened Aged Care Quality Standards place residents at the centre of care. We have long recognised this and that the best outcomes happen when we all work together, communicate openly and share responsibility for identifying risks and improving safety. Your voice truly matters.

you notice something that doesn't seem right, please tell us. If you spot a trip hazard, damaged equipment, notice a change in your health or the health of your loved one, have a concern about care, or an idea for improvement, we want to hear from you. What may seem like a small issue today could help prevent a larger problem tomorrow.

Speaking up is not about complaining. Every question, suggestion and concern helps us learn, improve and ensure we continue to provide care that is safe and responsive to individual needs.

Whether it's through the regular resident meetings, asking to speak to a staff member, calling or emailing us, open conversations build trust, strengthen relationships.

Your insights, observations and knowledge are invaluable. Thank you for partnering with us. Together, we can continue to make ABH a place where safety, kindness and quality care are everyone's priority.

Remember: If you see something, please speak up. Your voice helps keep our community safe.

Leigh

Right: Resident bus outing to McIlwaine Park, Rhodes.

Coming up...

AUGUST

- 03** Harmonic Waves
Sound Therapy
- 11** Raymondo Music
Entertainer
- 21** Lynton/Glenara BBQ
- 28** Fiona Maria Entertainer

Armchair travel to GREECE



SEPTEMBER

- 08** Geoff Suede Entertainer
- 18** Brunswick/ Ambleside/
Pratten and Lewis
Herman BBQ Lunch
- 26** Dale Ryan Entertainer

Armchair travel to VIETNAM



*The lifestyle team
will be conducting
the National Census in
August. Any questions,
please contact Morag.*



Exciting times **AT ABH**

BUILDING OF THE CUNNINGHAM INDEPENDENT LIVING RESIDENCES HAS COMMENCED!

We have some very exciting news. The dream of starting construction of the building of The Cunningham, our independent living residences on Queen Street has begun. The land has been cleared, and work has started on the foundations. We spoke with Leigh and Margaret who are overseeing much of the day-to-day management of the Cunningham development.

How are you feeling about the project?

We are over the moon that work has started. The company we have engaged, Total Construction, is very professional. The building is to be finished to platinum standard and it's going to be wonderful seeing each phase of the development take shape. Some of our residents and

families are welcome to peek through our viewing window.

How many residences are being built?

There will be 46-, two-and three-bedroom apartments in total located at 41-53 Queen Street, Ashfield.

The interior design is contemporary and elegant, but calm welcoming and homely. With longevity in mind, the interior of each residence offers open plan living and generous proportions to allow ample space for mobility aids such as wheelchairs if required.

The residences are single, two and three stories high. These can be accessed by four elevators to maximise access for all levels of mobility.

Above: Resident Beth watches The Cunningham take shape. Below: Following the black carpet to the viewing windows.





What facilities are included?

The interior and exterior plans are stunning. Facilities at The Cunningham are extensive and include an onsite hydrotherapy pool, gym, a hairdressing/beauty suite, arts and crafts rooms, a library, cocktail lounge/bar, and a contemporary café. Everything has been designed to promote the health, wellbeing and vitality of the residents and support them in their desire to live independently as part of a safe, vibrant community.

When will development be completed?

We are hoping for a move in date of September 2027 for new residents.

How will we know how the project is progressing?

Every 3 months a drone camera will pass over the development to take a bird's-eye view of the space. You can also see some of the development from Queen Street and a viewing window which can be accessed at the back of our Parwing Building. Look out for the black carpet!

Where can people go to find out more about living at The Cunningham?

Please contact mpistevos@abh.org.au or visit The Cunningham website to see more details including photos of the apartments, facilities and the building. Brochures are available at ABH Reception.

Look for the black carpet outside the Parwing building to watch the Cunningham take shape.

Above: The first drone footage showing the land that has been cleared and how close we are to the City of Sydney.

Dream a little dream of me

We believe it's never too late to make wishes come true. Recently the combined wish of a few residents was to have a choir at ABH. A few years ago, this wish was brought to reality because of the commitment and enthusiasm of several residents and volunteers. In March they brought joy to people all over the world with their special rendition of Tie a Yellow Ribbon, and more recently a beautiful cover of Dream a Little Dream of Me has captured more hearts. You can see them in full alto on our ABH Instagram and Facebook pages. We could never have dreamed that when we started the choir that they would go international.

We are also trying to dream a little bigger. As well as continuing to explore and realise group wishes, we also want to capture individual wishes and dreams of each resident at ABH. Over the coming months, we'll be asking residents about cherished dreams and making as many as possible come true. Practicalities and safety needs must always be considered, but we will do our best. We'll keep you posted.



**DREAMS AND WISHES
WORD SEARCH**

Find uplifting inspiring words hidden in all directions.

The first resident to share the words with a member of your lifestyle or care team wins a prize.

Imagine

Courage

Inspire

Joy

Sparkle

Believe

Faith

Dream

Wishes

Adventures

Heart

Story

O	E	L	K	R	A	P	S	P	D
I	S	H	E	A	R	T	C	R	X
D	M	T	L	C	F	T	E	C	F
W	S	A	W	D	S	A	Y	O	G
Q	Z	L	G	F	M	T	V	U	D
U	E	L	D	I	H	K	A	R	P
H	T	I	A	F	N	R	R	A	L
S	T	O	R	Y	N	E	B	G	L
E	V	E	I	L	E	B	V	E	X
S	E	R	U	T	N	E	V	D	A
E	R	I	P	S	N	I	S	H	H
S	E	H	S	I	W	P	J	O	Y



**ABH RESIDENTS PEDAL
AROUND AUSTRALIA**

Have you dreamed of taking up cycling?
And then cycling around Australia?
Well, some of our residents are
working together to do just that,
clocking up thousands of kilometres
between them on the stationary bike.

ABH residents are completing the full loop of Australia,
roaring past main cities including Sydney, Melbourne
and Brisbane.

Thirteen residents are currently taking part with
resident David leading the pack because of his
keenness to get on the bike four times a week. If you'd
like to take part and haven't found your bike legs
yet, talk to Jeannie or Tina in the physio room, or the
lifestyle team.

Did you know? *A group of cyclists can be referred to
many things – a bunch, a pack or a peloton. The latter
is the most common term in road cycling, especially
racing. It refers to the main group of riders travelling
together to preserve energy.*

*Left: Resident David heads up our ABH cycling bunch on the leader board.
Right: Helen clocking up some kilometres.*



Above: Happy Birthday, Helen!

Happy **BIRTHDAY!**
AUGUST

- August 2Beverley M
- August 2 Maria S
- August 8 Ludmila M
- August 12 David M
- August 12 Gladys S
- August 12 Ruth P
- August 13 Gregory M
- August 15Eileen B
- August 16Gerda C
- August 23 Wendy C
- August 25George B
- August 27Margaret D

SEPTEMBER

- September 1 Frank P
- September 3Agnes H
- September 4 Marcia M
- September 4 Elaine M
- September 8 Manuel D
- September 20 ... Ioannis A
- September 26 Maria Z



Aged Care Standards

CONTINUING TO STRENGTHEN OUR COMMITMENT TO SAFE, HIGH-QUALITY CARE

The introduction of Australia's Strengthened Aged Care Quality Standards represented an important milestone for our sector. While these standards provide a renewed framework for delivering safe, person-centred care, they also reinforce the 5 core values that have always guided Ashfield Baptist Homes and Bethel Home Care—respect, compassion, excellence, integrity and stewardship, but also accountability and continuous improvement.

For the staff at ABH, preparing for these standards has been about taking the opportunity to reflect on every aspect of the care and services we provide and asking ourselves an important question: **How can we do even better for the people who call our home their home? How can we make the new chapter at ABH in the life of each resident as meaningful and comfortable as possible?**

Over many months, your leadership team has been working diligently alongside managers and staff across every department to review, strengthen and enhance our systems, practices and culture. This work touches every part of our organisation and reflects all seven of the Strengthened Aged Care Quality Standards. Together, these seven standards provide a comprehensive framework for



delivering exceptional aged care. While they establish clear expectations for providers across Australia, our goal is not simply to meet those expectations—it is to exceed them wherever we can.

We want to assure you that this is not a one-time project but an ongoing commitment that will continue well beyond the implementation of the new standards.

Every improvement we make is designed to ensure that our residents continue to feel safe, respected, heard and supported to live meaningful lives within our community.

Our vision is to create an environment where excellence is part of our everyday practice, innovation drives continuous improvement, and every resident receives the quality of care we would want for ourselves and our own family.

01 THE PERSON

The first standard, The Person, reminds us that every resident is an individual with their own life story, preferences, goals and choices. It reinforces our commitment to placing residents at the centre of every decision we make. Leigh mentioned in her introduction that we are focussed on capturing wishes of each resident and wherever possible bringing those wishes to life.

02 THE ORGANISATION

The Organisation focuses on strong leadership, governance and accountability. Behind the scenes, our management team continues to strengthen systems, policies and quality improvement processes to ensure we deliver safe, consistent and responsive care.

03 CARE AND SERVICES

The Care and Services standard is about providing personalised support that reflects each resident's needs, preferences and aspirations. It encourages us to continually review how we work with residents and families to deliver care that promotes independence, dignity and quality of life.

04 THE ENVIRONMENT

Creating a safe, comfortable and welcoming place to live is the focus of The Environment. We continue to invest in maintaining our home so that residents feel secure, respected and truly at home in their surroundings.

05 CLINICAL CARE

Clinical Care reinforces the importance of safe, evidence-based healthcare. From medication management and infection prevention to chronic disease management and allied health services, we continue to strengthen our clinical practices to achieve the very best outcomes for our residents.

06 RESIDENTIAL COMMUNITY

The Residential Community standard recognises that aged care is about much more than health care alone. Meaningful relationships, social connection, inclusion and opportunities to participate in everyday life all contribute to wellbeing, and we remain committed to fostering a vibrant and supportive community for everyone who lives here.

07 FOOD AND NUTRITION

Finally, Food and Nutrition standard acknowledges the important role that enjoyable meals play in health, wellbeing and quality of life. Our catering and management teams continues to focus on providing nutritious, appealing meals while respecting individual preferences, cultural needs, personal choice and safety.

HAPPENINGS

June and July have been action packed at ABH. Events included a cultural visit from Sydney Zoo as part of NAIDOC week, lots of live entertainment, Christmas in July celebrations, Cowboy Day and the usual fun and games.

Top row: Rita enjoying the visit from Sydney Zoo; Sydney Zoo presentation. Middle row: John enjoying Christmas in July lunch; Craft for UFO Day. Bottom row: Coffee club with NAIDOC celebration; Wendy, Christine, Lydia and Beth enjoying the winter sunshine.



Top row: Amy and Sherriff Elaine celebrate Cowboy Day in style; Peter lifts resident Lydia onto the bus while Gaetan looks on; Residents and family member enjoy a bus trip. Middle row: Entertainer Frank serenades Rosa; Helen, Amy and Christine Celebrating Cowboy Day. Bottom row: Peter and Helen head up the delicious Christmas in July lunch celebrations; Con enjoying his Christmas lunch.



People & Culture

Welcome to the Latest Edition of Heartbeat. The HR team is pleased to share key updates on several major initiatives currently shaping our workplace.

EMPLOYMENT HERO: PAYROLL & ROSTER UPDATE

We are nearing the final stages of our Payroll & Rostering implementation. The team is currently running parallel pay runs to ensure the new system is robust, accurate, and fully optimised. We have also commenced testing for the new rostering and “clock-in/clock-out” features, which will simplify daily tracking for our staff and enhance our reporting capabilities. More detailed information will be cascaded to all staff in the coming weeks ahead of our mid-August “Go Live” date.

WORK HEALTH & SAFETY (WHS)

To further embed a proactive safety culture at ABH, we successfully conducted our June and July Safety Team Meetings. These forums are vital for strengthening consultation and empowering staff to raise safety concerns. The discussions so far have been incredibly productive, highlighting key areas of focus for the months ahead.

LEARNING & DEVELOPMENT

Mandatory training has officially migrated to Employment Hero. By transitioning to a fully integrated HRIS, we can now access real-time data on assigned learning while simultaneously offering staff a more expansive professional development catalogue.



ENTERPRISE AGREEMENT NEGOTIATIONS

Following our first union bargaining meeting on June 9, 2026, the next session is being held July 14, 2026. These initial meetings are crucial for establishing the framework of our next Enterprise Agreement.

GRADUATE PROGRAM LAUNCH

HR is currently designing an internal Graduate Program for newly Registered Nurses. Grounded in the strengthened Aged Care Quality Standards, the program offers structured clinical supervision, mentorship, and progressive responsibility to ensure safe, person-centred care. This initiative will form a core part of the upcoming ABH Career Pathing Framework, building a sustainable talent pipeline for our future. Stay tuned for further updates!

EXPRESSION OF INTEREST: EMPLOYER-SPONSORED VISAS (YR 2)

The Expression of Interest (EOI) window opens this July for staff interested in obtaining an Employer-Sponsored Visa through the ABH Labour Agreement. This program has already successfully supported several team members in securing a pathway to permanent residency and long-term employment with Ashfield Baptist Homes. If you would like to be considered for this cohort, please reach out to the HR team today.

Cesar Antonio Suazo, HR Manager



SOCIAL VISITS FOR ABH RESIDENTS

Meet Zunaira Baig

If you wish to organise a social visit from one of our volunteers for you or a loved one, once a fortnight, please contact Zunaira, our new Volunteer Coordinator, at zbaig@abh.org.au or enquire at ABH Reception.

NEW STARTERS

Carers

Tominika F

Usha D

Diana M

Registered Nurse

Lydia H

BHC Support Workers

Thais LF

Wasan K

Margarita L

Physiotherapist Lead

Tina G

Accounts Officer

Michael H

Aged Care

Volunteer

Coordinator

Zunaira B

Say hello to **JOE AND ROSA**

Bethel Home Care client Guiseppe (Joe) and his wife Rosa have a special connection with ABH. Care Partner Vicki and Communications Manager Jayne had the enormous pleasure of sitting down with them at their home to hear a little about their rich life history so far.

At the end of the Second World War, Joe and his 18 family members were forced to leave his hometown of Monte Cassino, approximately 130 kilometres south of Rome. Joe, the youngest of six children, was only nine years old and recalls his brother holding his hand, walking overnight, navigating dark tunnels and land mines, unsure of what was to come. They were hungry and afraid but escaping from the awful aftermath of a battle at Monte Cassino where tens of thousands of allied casualties and Germans were killed, wounded or missing.

Joe and his family were discovered hiding underground by American

soldiers who told them ‘Get ready to leave’. They did, and were taken all the way to Calabria in the South on foot.

Joe recalls an American soldier giving him a piece of chocolate and seeing a can of baked beans for the first time. He and his family also showered in cold water and were given fresh clothes to wear. They initially slept in a school until his father, who spoke very good English because he’d lived in Scotland for many years, asked if they could sleep somewhere else. A rich lady allowed them to move to her premises. Joe’s siblings worked on a farm from which Joe recounted tasting rich fruit, tiny, juicy pears and fresh figs. He also used to go

Below left: Monte Cassino, Italy. Below right: Rosa when she first met Joe.



through rubbish to pick out potato skins, which Joe says tasted 'beautiful'.

In the middle of the city was a coffee shop where they had a radio broadcasting the news. Joe recounted hearing that his original hometown of Belmonte was no longer an occupied territory and he ran straight home to tell his mother. Joe and his family went back home, again by foot, to his father's farm. Unfortunately, many of the animals were gone. Only one of their four dogs survived, and he was left with only three legs. They couldn't believe the dog was still there.

For a while Joe and his friends sold metals from discarded bomb shells, including copper which fetched up to 200 lira per kg at the time. These funds helped the family buy food to survive.

Joe describes himself as a 'very lucky man' despite challenges life sent his way.

Handsome Joe, with his dark curly hair, bravely left Italy in 1955, saying goodbye to his mum and dad when he was only 19.

He came to Australia by ship, arriving at Circular Quay at 5pm, unable to speak a word of English and feeling very alone. He was befriended by a 29-year-old Italian man who thankfully helped Joe find a place to stay in a boarding house where there were 22 boys altogether.

The same man helped Joe find work eventually at a full wage at Melco Industries, but Joe had to pretend he was 21, because at 19 years of age in those days he would only be paid half of the 19-pound salary. There Joe met many people from his own village and from Calabria where his wife Rosa was born.

Many of his new friends kept insisting Joe meet a lovely 15 year old girl from Calabria, but Joe insisted that he was going to be returning to Italy once he'd made 4 million Lira to buy a villa and marry a girl in his hometown. But the boys kept pestering Joe. Eventually Joe gave in and agreed to meet Rosa who he described adoringly as a 'skinny little thing'.

Below left: Rosa and Joe. Below right: Official letter and photograph from King Charles and Queen Camilla.



Joe had huge respect for Rosa's parents, and her father would drive him from Annandale after he'd visit Rosa, back to the city in his truck.

Rosa's parents Maria Rosa and Francesco Viglianti helped them to buy the house in Yagoona. But not before the village mayor from Monte Cassino had to send paperwork giving permission for Joe (who was alone and single in a foreign country) to marry. As Rosa was only 17 at this point, her church also had to grant Rosa permission. After a small quiet wedding, Joe and Rosa began their life together. Joe and Rosa remain married after 70 years, and this year received a congratulatory letter from the royal family.

Joe initially moved into the two-bedroom house in Yagoona with his friend and they painted the inside. Joe and Rosa were so excited. They were also given lots of beautiful furniture to furnish their new home. The home had no toilet,

simply a tin bucket that was collected weekly. Soon three of their friends moved in, then a little while later, Rosa's newly married cousin Angela and her husband knocked on the door and asked to move in. Again, Joe and Rosa used the word 'lucky' to describe themselves as they had a fridge, very rare in those days. They also could watch a black and white TV from the street in a shop in Croydon Park.

They later moved to a house at 102 Holden Street. Food, fruit and vegetables seemed to be in their blood. Rosa's mother used to make her own salami and passata. The salami would hang from the ceilings in their home.

Both Rosa and Joe worked seven days a week in a fruit shop. Then the young couple bought their own shop in Tempe. They used to sell their potatoes to the manufacturer of Smith's crisps down the street. Joe laughed, saying 'my English wasn't good, sometimes if I was asked for potatoes, I gave customers onions'.

Below left: Rosa and Joe selling veggies. Below right: Just one of Joe and Rosa's veggie patches at their home.





They only had this shop for a few weeks and sold it for double the price. Again, they used the word 'lucky' to describe themselves. Using this money, they bought another fruit and veg shop in Summer Hill, by the station, then not far from the picture house which they really enjoyed.

They worked extremely hard and despite many ups and downs had 3 beautiful boys, Leo, Ricki and Peter who would help them in the shop selling produce and sweeping up. Much Later Joe and Rosa moved to Lane Cove where they managed a fruit and vegetable shop. They still grow lots of fruit and veggies in their Croydon Park garden today.

Rosa's mother and father both resided in Bethel Nursing Home but Joe has regrets about not travelling back to Italy to see his own mum and dad. He recalls always working very hard and it just wasn't possible at the time.

We know his family would be so proud of him. Joe and Rosa have a full family life with their three sons, their partners, their seven grandchildren and two great grandchildren.

Rosa says she was lucky enough to have travelled extensively and met Joe's family, including his auntie, brother, sisters and nieces. She has visited Italy, Scotland, Ireland, America and Argentina and has beautiful family photos capturing these adventures with family.

Vicki and I could have stayed all day to listen to more stories. We are grateful that Joe has chosen Bethel Home Care as his Support at Home provider.

We thank them for welcoming us into their home and sharing their connections to Ashfield and the Bethel Nursing Home.

Above left: Rosa's mother Maria Rosa.

Above right: The family celebrating Rosa's 80th birthday.

Reflections DREAMS AND WISHES

Dreams remain part of who we are throughout every stage of life. Some dreams might have been fulfilled, while others change with time. As we grow older, our hopes may become quieter, focusing on peace, meaningful relationships, treasured memories, or simply sharing another beautiful day with those we love. Whatever our dreams or wishes may be, God continues to walk beside us with love and purpose.

The Bible reminds us, *“For I know the plans I have for you,” declares the Lord, “plans to prosper you and not to harm you, plans to give you hope and a future”* (Jeremiah 29:11). Even when life takes unexpected turns, God never loses sight of us.

We are also encouraged by the words of Psalm 37:4: *“Take delight in the Lord, and He will give you the desires of your heart.”* When we place our trust in God, He nurtures the deepest longings of our hearts.

As you reflect this month, consider the dreams that have shaped your life and wishes you hold close. Give thanks for the blessings you have received, cherish people around you, and remember that every new day is a gift. May God’s peace fill your heart, His love surround you, and His hope continue to inspire you.

Danny Suleiman, Chaplain

Spiritual care CALENDAR

AUGUST

Sunday Services

02 09 23 9:30am Volunteer

16 30 9:30am online

Catholic Mass

11 18 10:00am

Devotional Service

05 12 19 26 10:00am

Men’s Connections Group

03 10 17 24 1:30pm

SEPTEMBER

Sunday Services

13 27 9:30am Volunteer led

06 20 9:30am online

Catholic Mass

08 15 10:00am

Devotional Service

09 16 23 30 10:00am

Men’s Connections Group

07 14 21 28 1:30pm

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.