



BC Buzz

Newsletter APRIL 2026



Easter United

An Easter celebration for our community

Gold Coast churches came together to host an unforgettable Easter celebration for our community on Sunday, 5 April 2026, at the Broadwater Parklands Great Lawn. The event was filled with joy, connection, and celebration, bringing people of all ages together to mark the Easter season in a welcoming and family-friendly atmosphere. It was wonderful to see the community gather to enjoy the day and share in the spirit of hope and togetherness.



1

A NEW SET OF WHEELS

New Toyota Corolla...

2

MANAGER'S WORD

Our Service Manager shares some words and an encouragement...

3

SPACE THEMED WORD SEARCH

Good luck solving this one...



How to Complain



Going to the hospital?



Disaster Plan Updates



Your life and choice matters



Manager's Word

As we move through the year, I just want to take a moment to say thank you to each of you for the heart you bring to Bethany Care. This month, as we reflected on Easter, we've been reminded again of what hope, renewal, and selfless love really look like in action. I see those values lived out every day in the way we support our participants, show patience in challenging moments, and care for one another as a team. It's not always easy work, but it is meaningful work—and it matters. The small things we do often make the biggest difference in someone's day or even their life.

I also want to acknowledge the teamwork I continue to see across our homes and services. Whether things are running smoothly or we're working through challenges, we continue to show up with commitment and a willingness to help each other. That culture is something special, and it doesn't happen by accident—it comes from you. As we head into the next few months, let's keep going with the same spirit: doing our best, supporting one another, and keeping our focus on providing care that is both excellent and compassionate.

Thank you.

A New Set of Wheels for Bethany Care!

Thanks to Gold Coast City Council

We're excited to share some great news with our Bethany Care community — we've recently welcomed a new vehicle to our fleet! This addition will help us better support our disability participants by improving access to transport for appointments, activities, and day-to-day outings.

The vehicle is a hybrid car, supporting our commitment to sustainability while also being economical and reliable for regular use. Even better, it was purchased at a great value from Gold Coast City Council, allowing us to stretch our resources further and reinvest savings where they matter most — supporting participants. This new vehicle will make it easier for our team to provide flexible, responsive support and help participants stay connected with their community. We're proud to continue finding practical ways to improve services while being mindful of both environmental impact and cost efficiency. We look forward to seeing the positive difference this new addition will make for participants and staff alike!



Welcome to Our Board: Simone Hay

Good to have you on board...



We are pleased to welcome Simone Hay to our Board of Directors. Simone brings over seven years of experience in human resources, leadership, and community engagement. She has led volunteer ministry teams with a strong focus on recruitment, screening, and onboarding, and has managed teams of up to 30 volunteers within community-based organisations. With extensive experience organising community events and a personal connection through having a family member with a disability, Simone brings both professional expertise and lived insight that strongly align with our values. We are excited to have Simone join our Board and look forward to the positive contribution she will make.

Staff Training Day

Bethany recently hosted one of its staff training days, with a strong focus on addressing behaviours of concern.

The day included practical sessions on the appropriate use of AI at Bethany Care, emphasising participant privacy, as well as clear processes for responding to participant wounds. Staff also received an overview of what to expect in the upcoming Bethany audit scheduled for 28–29 May 2026.

Beyond the content, the day was a wonderful opportunity for encouragement, collaboration, and shared learning. It strengthened relationships, reinforced our values, and continued to build a positive culture grounded in care, accountability, and support for one another.



“ a wonderful opportunity for encouragement, collaboration, and shared learning....”

Meet the Support Worker

New Support Worker, Masaru has been with us since October/2025. Here's a bit about Masaru

1. If you could snap your fingers and become an expert in something, what would it be?

Expert in communication, through communication we can achieve many goals and results in many areas.

2. If you could write a book about your life, what would the title be and why?

A Man Without a Country...why? Because of my DNA background but born and raised in Brazil. In Brazil people didn't accept me as a Brazilian. In Japan people looked me strange because I have all the Asian characteristics looking but I can't speak Japanese properly. In Australia most of the people don't accept as a Brazilian person. Only people with my



particular background can understand the difficulties of being judged by the cover of the book and not by the content inside.

3. What advice would you give to your teenage self?

Learn to be independent financially and travel more often.

4. What do you do to turn things around when you're having a bad day?

I sleep to forget the problems, I go to cafes to chill, I listen to motivational videos.

5. What's one thing most people don't know about you?

Sometimes I do night bush walks on my own and my record was staying in the forest for 10 hours starting at nightfall.



...Learn to be independent financially and travel more often ...



BIRCH
 BLACKBERRY
 CHAI
 CHAMOMILE
 CINNAMON
 CLOVE
 CLOVES
 DANDELION
 EYEBRIGHT
 FENNEL
 GINGER
 GREEN
 LAVENDER
 NETTLE
 ORANGE PEEL
 SPEARMINT

B	L	E	L	T	T	E	N	O	C	B
D	A	T	E	H	I	L	I	I	L	S
A	V	G	N	G	C	N	G	A	O	A
N	E	I	N	I	W	R	C	H	V	R
D	N	N	E	R	M	K	I	C	E	F
E	D	G	F	B	B	R	A	B	R	A
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I	R	R	R	Y	G	R	E	E	N	S
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N	Y	N	O	M	A	N	N	I	C	S
E	R	E	L	I	M	O	M	A	H	C

Disaster Response Plans

Updated to include heatwave plan

In line with the NDIS practice standards Bethany has recently updated its policy to include a Heatwave plan.

The document includes 7 separate plans for:

- **NEW Heatwave**
- Imminent natural disasters
- Flood or water damage
- Fire
- Clinical waste or hazardous substances
- COVID-19 Outbreaks (Pandemic)
- Power Outage

Each plan details specific Management or governing body actions and periodic review points. The plans follow the different stages of a disastrous event:

- Preparedness — Before the emergency
- During the emergency
- After the emergency
- Evaluation and Appraisal

In addition to this, Bethany has related policy which holds emergency contact lists, maps and role alternatives in the event of staff absence. Bethany has a commitment to continuity of service wherever possible, even where there are unavoidable interruptions to services.

To find out more, please email the Bethany office for a copy. We will also provide a feedback form so you can make any recommendations or suggestions on the content.



“We will also provide a feedback form so you can make any recommendations or suggestions...”

The Role of Advocates in Complaints

Supporting your right to complain...

- ▶ At Bethany Care, we are committed to listening. Our complaints process is designed to be clear, transparent, and accessible to everyone. Participants and their representatives are always welcome to speak up if they are unhappy with a service or have a concern — your voice matters, and you have the right to be involved in decisions that affect your life.
 - ▶ We also recognise the important role that advocates and representatives can play. Participants are encouraged to involve a family member, advocate, or representative of their choice for support. If needed, we're happy to help contact representatives and work directly with them to reach a positive outcome. For more formal advocacy support, services such as Gold Coast Disability Advocacy Inc. are available.
 - ▶ Where possible, we encourage people to raise concerns directly with us first, and we'll support you through that process. If you choose to take your concern further, support is also available through the NDIS Quality & Safeguards Commission, including access to interpreters if required.
 - ▶ Bethany is always happy to assist you in contacting any external agencies you choose. Our goal is to ensure you feel supported, heard, and confident throughout the process.
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- ▶ NDIS Quality & Safeguards Commission
 - ▶ Phone: 1800 035 544 (free call from landlines)
 - ▶ TTY: 133 677
 - ▶ Web: <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>



“we encourage people to raise concerns directly with us first...”

Transition to Hospitals

Making the process as smooth as possible...

Bethany is committed to supporting participants through transitions to and from hospital, recognising that these times can feel stressful or uncertain. To help make the process as smooth as possible, we have a clear policy in place that focuses on safety, communication, and continuity of care at every stage of the transition.

Our team works proactively with participants, families, and other service providers to support a well-planned transition. Whether a hospital visit is planned or

unexpected, Bethany aims to ensure participants continue to feel supported and understood throughout their journey.



Identifying and managing risk is a key part of this process. Any risks associated with a hospital transition are carefully recorded, considered, and addressed with appropriate strategies to reduce or manage them. This usually begins during the service access process and continues as needed. All relevant risk information is documented in the participant's Individual Profile so it can be clearly shared with those involved in their care.

Clear and timely communication is essential for successful transitions. Bethany works closely with hospitals and other healthcare providers to share important information about the participant, their support needs, and their preferences. Where possible, we also take part in or initiate transition planning meetings to help ensure everyone is informed and working together.

Information that may be shared to support a safe and coordinated transition can include medication details, behavioural support needs (including any restrictive practices, triggers, and strategies), communication tools used by the participant, risk assessments, general healthcare information, and any relevant incident reports. Sharing this information helps promote continuity, reduce confusion, and support person-centred care.

Above all, Bethany's priority is to support participants to feel safe, respected, and well cared for during hospital transitions, and to assist in a smooth return to services when they are ready.

“... Whether a hospital visit is planned or unexpected, Bethany aims to ensure participants continue to feel supported and understood throughout their journey....”

WE VALUE YOUR FEEDBACK



If you have any feedback on what we are doing well or how we can do things better, please contact us. This may include any comments or suggestions about any aspect of Bethany service delivery, for example, policy recommendations. Please contact us to share your views. Your input is important to us.

You can provide your feedback through the following channels:

- By post to Bethany Care Limited, PO Box 35 Varsity Lakes Q 4227
- Email enquiries@bethanycare.org
- Phone 5551 0276
- 'website www.bethanycare.org, click on "contact us"

JOIN US AT HOPE CHURCH

Bethany is a ministry of Hope Church and extends a warm invitation to all individuals and families to join in its dynamic services and community events

Please visit

- www.facebook.com/hopechurchgc
- www.instagram.com/hopechurchoustralia for updates



BC Office Team

- Service Manager - Idris Akintola
- Assistant Manager - Teressa Athanasius
- Operations Manager - Brian Lynch
- House Coordinator - Obert Ndondodzai
- House Coordinator - John Berriman
- Finance Coordinator - Caron Quilliam
- Support Coordination - Dami Omolabi

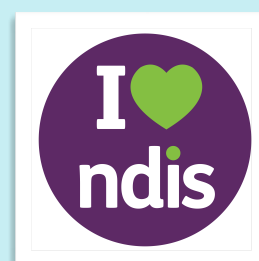
Board of Directors

- Chairperson - Ps Justin Reid
- Treasurer - Amy Leong
- Director - Helen Karena
- Director - Josie Sproul
- Director - Simone Hay

UNDERSTANDING THE NDIS – 1800 800 110

NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

The NDIS also connects anyone with disability to services in their community.
<https://www.ndis.gov.au/understanding/what-ndis>



SERVICE & ACTIVITIES

- Club BC Tuesday - Our Master Chef group gets hands-on in the kitchen—learning new skills, trying fresh recipes, and building confidence in a relaxed, judgment-free space. Whether you're a beginner or a seasoned home cook, you'll enjoy great company, delicious food, and plenty of laughs. Come create, connect, and cook up something amazing with us at Club BC.
- Club BC Thursday - A Day of action and adventure out in the community. Whether it is activities in a park or exploring new places everyone has fun.
- BC Bowling - Every Saturday our BC team of bowlers heads off for a morning of friendly competition. There is room for you on the team.
- BC @ Hope Church - Participants are always welcome to join the Sunday morning church service at Hope Church
- BC Camps - Our annual 4 day camp is held every September/October. Most campers and carers say it's the highlight of their year.
- Assistance with Self-Care Activities - We have a team of experienced and trained carers who provide one on one support to help you reach your goals whether in your home or in the community.
- Support Independent Living - Bethany Care has three SIL homes, Yodelay & Barrier Reef for the men and Maidenhair for the women.
- Short Term Accommodation - Hope Cottage available for short stays in a purpose built modern home.
- Support Coordination - Do you need assistance with coordinating all your NDIS supports? Bethany Care has an excellent and experienced Support Coordinator who is available to assist you to navigate your way through the NDIS.

