

# brightlife

Summer  
2020



## Seeing the Ability in Disability Celebrations



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## From the CEO

It is hard to believe we are almost at the end of another year. With Christmas just around the corner, I want to take the opportunity to wish you and your loved ones a happy festive season.

This year has been challenging for us all – challenging for our staff, our clients and our families. Yet, I am in awe of the resilience shown from our entire community and proud of what we have been able to achieve together during this time.

Managing our response to the COVID-19 pandemic has been the hardest moment of my career, but this time has also brought opportunity and many positives. Whilst our main focus was on ensuring we kept our clients, staff and the community safe, this year we have implemented a number of new initiatives. This has included delivering some services online and embracing technology as we never have before. We have increased considerably the training for our staff – which included online capability, enhanced infection control training and specialised training of our own Brightwater Surge Team. Read more about this important initiative on Page 7.

In 2020, we celebrated the first year of the Specialist Dementia Care Program at Inglewood, the first of its kind in Australia. This program is aimed at supporting people who live with the most complex issues of Dementia and transitioning them into permanent accommodation. Read more about the program and the difference it is making to clients like Sandy Brosnan on Page 6.

Our Brightwater Research Centre also continues to produce research that impacts the lives of not only our own clients, but people in the community. You can read more about some of the projects presented by Brightwater at the 11th World Congress for Neurorehabilitation this year on Page 4. The Research Team have undertaken various studies this year including the *Assessment of food and mealtime satisfaction in residential aged care; a trigger for change*. The findings from this research have been invaluable in informing our recent Reimagining the Meal Experience project, which will be rolled out to residential aged care clients in the New Year, starting with a new menu.



We have refurbished seven of our residential homes this year through the Light Touch Refurbishment Project and are coming to the end of this project with the final few homes being renovated early in the New Year. We also look forward to exciting progress on our new Inglewood head office and aged care facility which we will be able to share with you in 2021.

Finally, Brightlife will be moving to a new format in 2021. We will produce a magazine style format of Brightlife twice yearly, instead of the newsletter format four times a year. Look out for the first edition of the new format in May and then again in December 2021.

*Jenny*

Jennifer Lawrence  
Chief Executive Officer

# A huge milestone for Brightwater and WA's disability community

On 1 December, Brightwater celebrated its final step in transitioning to the National Disability Insurance Scheme (NDIS). As of 1 December 2020, the NDIS Quality and Safeguards Commission now manages the quality and safeguards for Brightwater's disability clients, which was previously managed by the Department of Communities. This transition sees Western Australia join the other States and Territories in complying with the Commission's requirements.



Brightwater General Manager Community, Janet Wagland, says this transition is a big step for Western Australia and for Brightwater.

*It is great to finally be a part of a consistent disability funding and accreditation system across the whole of Australia, it gives our clients certainty and capacity to learn from initiatives taking place Australia wide, it also gives them portability so our clients can live anywhere in Australia.*

*We have a strong obligation to help our clients to understand what is available to them through the NDIS Quality and Safeguards Commission. It is not about us but about our clients and the outcomes we can achieve for them in line with their choices.*



Brightwater celebrated the 1 December milestone, with morning teas held across Brightwater's disability sites including Oats Street, Marangaroo, our Supported Independent Living homes and a few of our residential aged care homes. Clients enjoyed celebrating with their fellow residents and staff, including yummy cupcakes and visits from a few of Brightwater's senior leaders.



To learn more about the NDIS and the NDIS Quality and Safeguards, visit the NDIS website at [www.ndis.gov.au](http://www.ndis.gov.au) and the NDIS Quality and Safeguards Commission at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

These morning teas were part of a week long celebration for our disability clients in the first week of December. Head to Page 8 to see how we celebrated International Day of People with Disability on 3 December.

# Brightwater attends the 11<sup>th</sup> World Congress for Neurorehabilitation

**Brightwater's unique Research Centre is a hub of discovery and innovation, not only influencing operations across our own business – but also in the wider community.**

Our dedicated Research Centre strives to promote a research culture that reflects Brightwater's mission; one that is informed by the knowledge and experience of clients, staff and collaborators, and is underpinned by evidence that can be translated into real-world outcomes through practice, policies and processes.

Our research priorities include brain health, ageing well, brain injury rehabilitation, independence, dementia care, quality of life, Huntington's Disease and nutrition.



The Brightwater Research Team are often invited to attend conferences to share their findings and this year they were invited to present five unique pieces of research at the 11th World Congress for Neurorehabilitation.

Attendance at the Congress (hosted in Lyon, France), was a little different this year, with speakers presenting virtually through an online platform and research posters also presented online to Congress participants.

Brightwater Research Centre's Dr Lakkhina Troeung presented to the Congress on the *Prevalence and Patterns of Multimorbidity in staged community based Neurorehabilitation for Acquired Brain Injury*.



Lakkhina is a clinical researcher and biostatistician with a background in neurodegenerative disease and neurotrauma. At Brightwater, she leads the Brain Injury Research Program as well as oversees clinical data analytics and quantitative research within the Research Centre.



Four other posters were presented as part of the conference, including

- The experiences and support needs of children (0-18yrs) affected by a parent's Acquired Brain Injury: A systematic review and thematic synthesis.
- Community Rehabilitation following Acquired Brain Injury: Correlates of Health-Related Quality of Life.
- Cost of Incontinence in Acquired Brain Injury Rehabilitation: A Pilot Study.
- Characteristics of 18-65 year olds with brain injury entering community-based neurorehabilitation in Western Australia, 1991-2016: A retrospective cohort study.

Visit our website to find out more about our Brightwater Research Centre: [brightwatergroup.com/research](http://brightwatergroup.com/research)

# Bright stars receive Scholarships at the Annual General Meeting

At this year's Brightwater Annual General Meeting, two staff members were awarded scholarships to conduct a project or research study that creates opportunities to improve the quality of life for our clients.

**The Don Hutchison Scholarship** - Don Hutchison served on the Brightwater Board for 25 years, with the final 13 as Chairman. To honour his outstanding achievement, an annual scholarship was established in his name in 2001.



The 2020 Don Hutchison Scholarship was awarded to Brightwater Speech Pathologist Niall Taylor, for his project titled *The development and validation of a dysphagia screening tool for residential aged care*. Niall's project will develop and validate a dysphagia screening tool for use by nurses within residential aged care for the early identification of dysphagia and timely referral and implementation of management strategies.

**The Peter Lane Scholarship** was established in 2008 through a donation from the Lane family in memory of their son, Peter. Peter had an acquired neurological disability and lived in the Brightwater community until 2004. Throughout Peter's time with Brightwater, his family campaigned for increased expertise in the area of neurological disability.

The 2020 Peter Lane Scholarship was awarded to Keith Bocks, Counsellor at Brightwater Oats Street, for his project titled *Develop a best practice model for a pastoral care service*. Keith's project will build on the current service at Oats Street to define a best-practice approach to spiritual care. This will be achieved by developing a referral mechanism and methods for identifying spiritual care needs and developing a collaborative relationship with the Pastoral Care Service at Fiona Stanley Hospital. The project will develop a framework that can be translated to other Brightwater sites.



# Brightwater's Specialist Dementia Care Program celebrates its first birthday

Brightwater opened its doors to the first trial of the Federal Government's Specialist Dementia Care Program (SDCP) more than one year ago. The program at Brightwater The Village, in Inglewood, was the first of its kind in Australia and cares for clients with severe symptoms of dementia whose needs had not been able to be managed in existing health or aged care settings.

Brightwater CEO, Jennifer Lawrence, said the SDCCP has already shown enormous success.

*The program has a focus on stabilising and reducing a person's symptoms of dementia over time, and we have already had five clients successfully transition out of the program into a less intensive care setting, with three more on a pathway to being discharged.*

David Brosnan's wife, Sandy, has been part of the SDCCP since December last year and he said the program had been wonderful for her.

*Sandy was diagnosed with dementia at the age of 57, which was 12 years ago. She was referred to the program last year and I have seen a huge difference in her. From the day she arrived she has found a sense of peace and is happier,* he said.



David and Sandy Brosnan.

*The staff are outstanding. The care she receives and the love that is shown to Sandy is wonderful. Each staff member takes the time to spend genuine time with her and all of the clients. We are blessed she has been able to be part of the program.*

# Thank you to Get Scrubbed WA

**We recently received 1,000 cloth masks, donated by a group of wonderful volunteers in WA from an organisation called Get Scrubbed.**

Get Scrubbed was started in March 2020, and is a volunteer sewing group who have been putting their skills to good use by making masks, scrub hats and linen bags for Australia's health care sector. Get Scrubbed have been sewing their creations following strict infection control guidelines and rely on donations for fabric and sewing equipment.

The masks are being stored at Brightwater's linen facility in Malaga, along with our Personal Protective Equipment (PPE) stores. These masks are being supplied to our community clients who might want to wear masks when out and about in the community to help keep them safe.



Thank you Get Scrubbed for your support.

# Surge Team super heroes

Over the last few months, Brightwater has been training a group of over 65 staff to be our specialised Surge Team in the case of a COVID-19 outbreak at one of our sites.



The staff come from all corners of our business – disability services, residential aged care, Brightwater at Home and our linen and catering business.

The highly-trained staff are now ready and prepared to relocate to any Brightwater site in the event of a COVID-19 outbreak.



The intensive five day training course saw Brightwater partner with five other organisations:

- Mettle – Global Crisis Leaders, who have been working with the Brightwater Pandemic Response Team since the beginning of the pandemic.
- Veraison – Leadership Coaching organisation, providing invaluable leadership skills for use in a crisis.
- Amana Living – Aged Care and Registered Training Organisation, delivering further clinical training.
- Bethanie – Aged Care providers who have created outbreak exercise materials based on their training for their ‘Super Six’, who went to Melbourne to assist aged care facilities at the height of the outbreak in Victoria.
- WAAPA (Western Australian Academy of Performing Arts) – who provided acting students to enact scenarios on the final day of training.

The Surge Team complements Brightwater’s extensive pandemic preparations over the last six months, which has included increased infection control and PPE donning and doffing training for all staff, COVID-19 outbreak exercises at all of our residential sites and the ongoing work of our Brightwater Emergency Response Team and Pandemic Response Team, who continue to meet multiple times each week.

# Seeing the Ability Celebrations on 3 December

Brightwater celebrated International Day of People with Disability (IDPwD) on 3 December with a fundraising extravaganza including a Radio-a-Thon with 6PR as part of our Seeing the Ability in Disability Celebration event at Brightwater House. We managed to raise almost \$30,000 for a range of assistive technology for our clients across our services.



IDPwD was a celebration of our clients, their achievements, talents and perseverance, which aligns with Brightwater's overall commitment to our clients to support them in *Pursuing the Dignity of Independence*.

As part of the *Seeing the Ability in Disability Celebration*, Brightwater had a dedicated volunteer phone room to manage phone-in donations.

The day was full of activities for all abilities, and included a succulent mini market selling potted succulents made by our Supported Independent Living clients, silent auctions, a sausage sizzle, live entertainment and appearances from a few local sporting personalities including Mark Hutchins from the West Coast Eagles and stars from Basketball Australia.



All the proceeds raised from the day will go towards assistive technology equipment that will improve our client's rehabilitation journey.



# How Sallina helps her clients communicate with confidence

**Sallina Le, a Brightwater Speech Pathologist in the area of disability services explains that learning to communicate is about so much more than verbal communication.**

*Communication isn't just about whether someone can speak or not. It's about how to get a message across successfully. For our clients, it's all about how we can have their needs and wants met using their own ability to communicate it – whether it be writing it down, drawing a picture, pointing at an item, or using body language or gestures.*

*Getting a message across successfully empowers clients to continue to communicate. If we can empower people with disability to have their own 'voice', we are helping to improve their quality of life, maintain their dignity and enhance their overall independence.*

Helping people to gain the ability and the confidence to communicate is what drives Sallina.

*I love most aspects of the job however being able to hear someone speak again, or watching their reaction when they eat again for the first time is invaluable and fulfilling. This is even more enhanced when the families are involved.*

*These are small things we take for granted on a daily basis, and it becomes such a big deal following a brain injury. Imagine if you couldn't eat with your family or talk to them? Being part of their journey for these significant events and gains they make is definitely my favourite part of the job.*

*Helping people to communicate with confidence is one of my favourite things about the job. It's allowing people to feel confident in their ability to get a message*

*across, OR even in having social conversations and interacting with other people. A common theme for some people with a disability is the fear of social isolation and disconnect from the community, and being able to play a role in helping someone feel confident enough to re-connect with friends, families, their social network and community is very fulfilling.*



Sallina explains how Speech Pathology assists clients enhance their quality of life.

*Speech Pathology is all about how we can give someone back their voice, or how we can help them communicate what they want. Another aspect is empowering someone to regain their ability to eat and improve their quality of life. Many of our clients develop swallowing disorders as a result of their injury, and this can significantly reduce their overall quality of life. Recently one of my clients was hospitalised for three weeks, and as a result had a nasogastric tube that provided his nutrition. He did not enjoy this experience at all and one of his goals was to be able to eat normal food again. He has had to participate in intensive swallow rehab to start being able to enjoy food again, and since then has just wanted to eat chocolate every chance he can. He has worked very hard, and made significant gains to his health and quality of life since his hospital admission.*

## Home is where the heart is

**Thanks to Brightwater's Life's Possibilities fundraising initiative, Oats Street client Katrina Nesbit, recently took a trip to her hometown Geraldton, to reunite with friends and family and look at potential future homes.**

After the long drive to Geraldton, Katrina was welcomed by her three sons and six grandchildren, who threw her a surprise welcome party, where Katrina got to catch up with many friends she hadn't seen since joining Oats Street three years ago. Her sons made sure she settled into her temporary accommodation and took her out to a few of her favourite spots in Geraldton including dinner at the local pub.

The purpose of Katrina's trip was to scope out possible homes for her eventual move back to Geraldton. Katrina and her sons looked at potential building plans and properties to see what might be suitable for her.

After joining Oats Street three years' ago, Katrina has made incredible progress, transitioning through the staged rehabilitation program to the final and most independent stage, which sees her living in her own apartment at Oat Street, until she is ready to move back home.

Katrina is very independent and loves cooking her delicious sausage rolls for the weekly client Oats Street café.



When asked if she's ready to go home, Katrina said emphatically, YES.

We wish Katrina all the best on her eventual move back to Geraldton.

## Perth Symphony Orchestra mini concerts tour Brightwater homes



Across our aged care and disability homes, Brightwater clients were recently treated to an unforgettable performance by Perth Symphony Orchestra from the comfort of their own backyard.

The Perth Symphony Orchestra toured Brightwater's aged care and disability homes with mini pop-up

concerts, consisting of a small group of performers, playing a range of music from Andrea Bocelli to Frank Sinatra.



Brightwater CEO, Jennifer Lawrence said both staff and clients thoroughly enjoyed the mini pop-up concerts.

*This is a wonderful partnership with Perth Symphony Orchestra and bringing something like this right to our client's doorstep is really special, she said.*

Founded in 2011, Perth Symphony Orchestra's mission is to perform 'Music for Everyone' by taking the orchestra to communities across WA.

# Light up Lives Christmas Concert series presented by Janissen Electrics

**An all dancing and singing children's ensemble have been touring Brightwater's aged care and disability homes, providing some Christmas cheer for clients and celebrating the festive season.**

The group from Class Act Performers have been lighting up the lives of our clients with well-known Christmas classics such as *Santa Claus is coming to town*.

Clients and staff thoroughly enjoyed the Christmas festivities, which also included Christmas crackers and a morning tea of mince pies and Christmas cakes.

These concerts were made possible by Brightwater supplier of 30 years, Janissen Electrics, who have provided Brightwater's clients with some very special support for many years. The team also visits each Brightwater home to string up their Christmas lights.

Brightwater CEO, Jennifer Lawrence said the Light up Lives Christmas Concerts were enjoyed by all.

*It has been lovely to see our clients embrace the Christmas spirit. It has been a challenging year for everyone and we hope that these concerts brought some light relief to our clients and staff, she said.*

*A big thank you to our friends at Janissen Electrics for sponsoring these concerts, we are very grateful for their support.*

Janissen Electrics General Manager, Alina Aydt, said they were thrilled to support Brightwater's Christmas celebrations.

*By sponsoring the Brightwater Christmas concerts we hope that we can bring some joy to clients, families and staff. It is a small gesture that we hope has a big impact.*



# A special donation from South Coast Baptist College

Through their own creative fundraising initiative, the Kindergarten class from South Coast Baptist College has donated some very special gifts to clients at Brightwater's aged care home in Waikiki, The Oaks.

The children made their own compost bin, which they fed with their compostable waste. Once the bin started to break down the compost and produce 'worm tea' liquid, the children bottled up their 'worm tea' and sold it to school families to use on their own gardens as fertiliser. From this initiative, the children raised a few hundred dollars.

Kindergarten teacher Zelde van Rooyen and her class put a lot of thought into how they could use the money raised to benefit a group in the community, particularly after a challenging year due to COVID-19. The students decided that they would buy gifts for clients at one of Brightwater's residential aged care homes.



The children wrapped and decorated their gifts and presented them to The Oaks Service Manager Catherine Zhou, Deputy Service Manager Tracy Boettger and Therapy Assistant Janet Corbett.

The Oaks residents were absolutely thrilled with their presents and had a great time unwrapping gifts such as puzzles, games, dumbbells and books. The smile on their faces says it all.



Brightwater CEO Jennifer Lawrence said the gifts from the Kindergarten class at South Coast Baptist College were a very thoughtful gesture.

*We are absolutely elated that the kindy class thought of our clients when deciding who they could help in the community, she said.*

*Our clients are so grateful to receive these gifts and feel very special knowing that these children wanted to bring them some joy.*

*It's these sorts of acts of kindness from the wider community that mean so much to our clients.*

Thank you to the Kindergarten class of South Coast Baptist College.



# The Cove hosts inaugural inter-house games

Clients at Brightwater's aged care home in Mandurah, The Cove, recently held their first ever inter-house games, with four teams competing for the inaugural trophy over a two-day carnival event.



The Cove hosted two days of action-packed games for clients including quoits, nerf gun shooting, bean bag toss and bowling. Each team had an allocated coach and trained weekly in the lead up to ensure they were well practiced in each activity for the big event.

Clients embraced the carnival spirit, with each team picking their own theme and donning creative costumes including hand knitted tiger ears, head-to-toe green outfits, the A-Team headbands and Guinness branded fisherman caps.



Brightwater CEO, Jennifer Lawrence said the inter-house games competition was a great way to bring some excitement to the daily routine of The Cove clients and foster a sense of camaraderie.

*It is wonderful to see our clients getting involved in these activities, and taking part in this new inter-house games competition – all in the name of fun, she said.*

*I commend the staff at The Cove for embracing this idea, it was clear that a lot of thought and care went into the planning to make sure clients had a great time. From the team training sessions to the trophy ceremony, it made the event very special.*

Congratulations to Gulf House who took home the trophy, it must've been the luck of the Irish from the Guinness fisherman caps.

## A special trip to North Fremantle

**Brightwater Redcliffe resident Ray Carlisle took a sentimental journey through his old stomping grounds of North Fremantle with his family, thanks to Brightwater's Life's Possibilities fundraising initiative.**

Ray, his daughter Jenny, Care Worker Rochelle and driver/tour guide Richard embarked on the journey from Redcliffe to North Fremantle to meet up with his son and grandson. En route they detoured past Blackwall Reach along the Swan River where Ray used to swim and jump off the cliffs as a child.

Next stop, North Fremantle. Ray and his family had morning tea in the park that backed on to his old home and although the original weatherboard house has since been pulled down, the new house still held the same street number close to Ray's heart, number 16. Ray recognised the surrounding neighbourhood gardens, but didn't expect a local neighbour to recognise him! Ray and his old neighbour had a good chat, which left Ray sincerely chuffed.

They visited the old Velvet Soap Factory so Ray could show his daughter where he and his friends used to play. Ray also reminisced about Leighton Beach and North Mole, where he used to fish for herring and whiting – usually with great success!



Leaving North Fremantle, the convoy headed home, but not before making a quick stop past the ABC Building in Perth where Ray used to work, and the Perth Concert Hall where he did a number of recordings with the ABC.

Ray's daughter Jenny said the special trip was something Ray and the family will always treasure.



*We are grateful to the Brightwater staff who made the necessary arrangements to allow Dad's carer to accompany us on the day. Rochelle has become a treasured member of our family during Dad's residency at Brightwater. She has always gone beyond the role of her job and invested her personal time, love and care to his needs.*

*Thank you to the fellow residents who personally came over to wish Dad well as we set off on the trip. The ongoing friendship and empathy extended by all has made Dad's time at Brightwater a happy one.*

*We will treasure the memories always.*

## Physiotherapy helps our clients stay at home longer

**Our Brightwater at Home team offer an extra hand so you can stay at home in your own space for longer and enjoy an independent life. From physio to occupational support, speech pathology to social support, our in-house team of experts have you covered.**

Meet Brightwater at Home Physiotherapist, Meredith Polglaze. We spoke with Meredith to understand how she assists her clients to live their best lives at home.

*You really get to see the real person when you see them in their own home. You can see their barriers, their opportunities, what motivates them and what holds them back. Human beings are complex and as a physio we tend to address their physical needs and how that affects their mobility. However, we need to work with all the issues at home and in people's lives in order to achieve their goals.*

*I get to meet some really interesting people. You get to know about their families, the grandchildren (and great grandchildren), their travels and their passions. Each person is always so grateful to have us helping them be at home.*

Meredith makes a difference for her clients by helping them achieve their goals.

*Physiotherapy in the home is about trying to keep people as mobile as possible in a safe way that allows them to enjoy their life at home and socially. I spend a lot of time looking at exercise programs to build strength and balance. I have some awesome clients that I see each week where we continue to work through their goals. There are always ups and downs as ageing occurs and incidents happen but we keep working through the problems and try to build to an improved quality of life.*

The Brightwater at Home team are strong advocates for their clients and Meredith ensures she equips her clients with the right information to make the best decisions for their care plans.

*Our team are great educators for clients and family members about the at home care system, and often advocate for them to access other services so they can have better health outcomes. I have a number of clients that are so thankful for the information I have provided and the assistance in gaining referrals to appropriate services either within Brightwater at Home or with in the health services.*



Meredith (pictured left) with her team.

## Delivering ice cream in style

Brightwater Onslow Gardens in Subiaco have been gifted a bespoke wooden ice cream cart by the Karrinyup Community Men's Shed, bringing a fun twist to dessert time.

Kingsley McGuire, Deane Palmer, Peter Polain and Jeff Crookes from the Men's Shed worked together to build the ice cream cart, and presented it to Brightwater clients at a recent morning tea, serving ice cream from the cart with clients, staff and visitors.



# Help us "Light up a life" this Christmas

At Brightwater we know the people who deserve kindness the most, are the last to ask.



Not everyone can enjoy the simple things in life, so we established Life's Possibilities – a program that gives clients the chance to enjoy experiences that most of us take for granted.



With over 2,000 clients in Brightwater's care, we have the opportunity to bring a little joy to each and every one of them and this Christmas we are launching our "Light up a life" Christmas Appeal to help grant wishes for clients like Des from Brightwater Marangaroo, who would love to see his beloved West Coast Eagles charge out onto the new stadium next season.

To find out more visit [www.brightwatergroup.com/appeal](http://www.brightwatergroup.com/appeal)



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Cut along this line

## Please Help us Light Up A Life this Christmas

**We want to make many dreams come true this festive season - but we need your help.**

Donate now to the Brightwater Christmas Appeal and give the gift of joy. Your support will turn dreams into a reality, bringing joy to some of our most vulnerable residents and clients.

**We thank you for your kindness and generosity. Your donation will make a difference.**

### easy ways to donate:

- 1300 223 968
- Post completed coupon in the enclosed reply paid envelope
- [www.brightwatergroup.com/appeal](http://www.brightwatergroup.com/appeal)

Donations over \$2 are tax deductible

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Expiry date

Signature \_\_\_\_\_ CVW

From all of us here at Brightwater we thank you and wish you a very Merry Christmas.