

Ensuring  
*fullness of life*  
for our community  
2018 - 2019 in Review



Because everyone deserves  
*the best of care*

October 2019

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# Introduction

This year we were able to partner with more than **19,000** people across Victoria, Tasmania and South Australia to support them to live their lives with meaning, through personalised and innovative solutions, tailored to enhance their health, safety, comfort and spirituality.

From flexible quality services to ongoing care, Baptcare were able to assist older Australians to live independently at home, have choice and control, and access accommodation to suit their lifestyle, budget and circumstance, along with providing integrated family and community services, and access to disability services.

In providing the above services, we supported people of all ages, cultures, beliefs and circumstances to feel more connected to their community.



# MESSAGE FROM OUR BOARD CHAIR & CEO



**Serving with Baptistcare's Board of Directors is both an enormous honour and a special opportunity to collectively express our deep commitment through our Mission to partner for fullness of life to all and provide the best of care.**

This year's Annual Report provides a wonderful showcase of the significant and essential contribution that Baptistcare's 3,500+ committed staff and volunteers make to the lives of those they serve, and we are inspired by their unwavering commitment to this important work.

And the year ahead promises to be no different. We will see opening of Baptistcare Wattle Grove in Lalor which will become home to 120 residents, together with our intentional consolidation of aged care services in the Latrobe Valley through our recent acquisition of three residential aged care facilities, which now operate alongside our existing Baptistcare St Hilary's Community in Morwell.

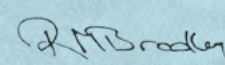
Our focus over the next year will also include bringing to life the new quality standards across our aged care portfolio, increasing our number of retirements living units and affordable housing communities, further extending our foster care offering in Tasmania,

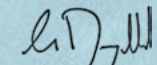
as well as responding to recommendations that arise from the Royal Commission into Aged Care Quality and Safety.

We approach the next phase of Baptistcare's growth and deepening community impact with excitement and continued aspiration to bring to life our vision of communities where all are cherished and supported to live full and meaningful lives.

It is a great privilege to work with the committed and experienced directors on Baptistcare's Board and with an executive leadership team focused on providing the best of care for everyone.

Finally, we thank our Baptistcare staff, volunteers and supporters for your care, knowledge and passion for our work. We value your commitment and care for those we have the privilege to work with.

  
**Robina Bradley**  
Board Chair

  
**Graham Dangerfield**  
Chief Executive

# Mission, Vision & Values

Our Mission, Vision and Values are at the heart of what we do.

Our **MISSION** is partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Our **VISION** is to create communities where every person is cherished.

Our **WE CARE VALUES** reinforce our Mission and Vision:



**Wellbeing:** you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.



**Ethics:** being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.



**Co-creating:** building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.



**Accountability:** fulfilling our commitments to you and accepting our responsibilities to continually improve.



**Respect:** understanding and embracing your individuality, standing up for your equality and protecting your dignity.



**Effectiveness:** being focused on achieving the best outcomes for you, with you.

# SERVICE IMPACT

CREATING COMMUNITIES WHERE EVERY PERSON IS CHERISHED

With the support of over 3,300 committed staff and 860 passionate volunteers, services were delivered to more than 19,000 people across Victoria, Tasmania and South Australia.



This marker represents only the physical location of all Baptcare sites. Our services cover a wider area in the community.



# Residential Aged Care



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## EMPOWERING PEDALLERS

HELPING KERANG COMMUNITY RESIDENTS REMAIN ACTIVE DESPITE LIMITED MOBILITY



*\*Image changed to protect the individual's identity and privacy*



*Local Kerang older citizens can now feel the breeze in their hair and the sun on their faces.*

Thanks to new found cycling friends from Kerang's new Cycling without Age chapter. Each Triobike can accommodate two passengers behind the rider, travelling in couch-like comfort, complete with a canopy for protection from the weather. A blanket is also on offer.

Kerang resident Rob Mason, was inspired to bring a chapter of the organisation to Kerang and offer the residents of local aged care homes the chance to get out and about and relive the joy of travelling by bike. Our Baptistcare Northaven Community have embraced the initiative and provide sponsorship to meet the ongoing costs of providing the service.

Lifestyle Coordinator, Lyn Steele said the residents couldn't be happier. "It is a great way for them to connect with being outdoors and viewing their local community". When they come back from a ride, they come back with a smile on their faces. They've had the wind in their hair. They've been out in the sun. It not only brings mental benefits, but physical health benefits as well, like ensuring residents receive enough Vitamin D exposure" said Ms Steele.

Since its commencement, the program has been such a success that Baptistcare is keen to get Cycling Without Age chapters up and running in other towns where we have aged care facilities.



# NEW DEVELOPMENTS AND ACQUISITIONS

2,460

VICTORIANS & TASMANIANS RECEIVED CARE WITHIN OUR 15 RESIDENTIAL AGED CARE SITES



Baptcare Coasthaven Community, Norlane

Our new integrated community of *Coasthaven*, in Norlane Geelong was opened in March 2019 and in February 2019 we welcomed three existing homes in Gippsland into the Baptistcare family – *Abbey Gardens*, *Amberlea* and *Heritage Manor*.

Coasthaven was built to address some of the unmet need for aged care beds within the Geelong area. It has delivered 90 concessional places, a community hub and wellness centre.

With the existing Gippsland communities coming into the Baptistcare family, we are proud to be partnering with an additional 310 residents and 430 staff who are dedicated to delivering high quality care to the residents, ensuring they have fullness of life.



Abbey Gardens Community, Warragul



Amberlea Community, Drouin



Heritage Manor Community, Morwell

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# Retirement Living



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# RETIREMENT LIVING COMMUNITIES

# 273

VICTORIANS & TASMANIANS  
LIVE INDEPENDENTLY IN  
231 APARTMENTS & VILLAS  
ACROSS 6 RETIREMENT  
LIVING SITES



**To help meet the needs of Australia's ageing population, and understand the benefits for residents living in an integrated aged care community, a further 91 apartments and units will be developed within Baptistcare's existing aged care communities by 2021.**

The redevelopment of both The Orchards and Strathalan will continue with new villas to be constructed by 2021 after the completion of the apartments at both sites. Stage 2 of Peninsula View will commence in the same year.

Baptcare strives to provide quality housing in our Retirement Villages and help the residents in our Retirement Villages to feel secure, happy, enjoy their surroundings and have a real sense of community.

With that in mind our Retirement Living Managers have been studying for their Diploma of Retirement Village management. This diploma covers all aspects of Retirement Living including customer centricity, legal requirements of the Retirement Village Act, dispute resolution, facility management and much more. We believe this will help them develop their communities and continue to provide a quality service to the residents at their villages.

# Home Care Services



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## GARDENING PROVIDING NO BARRIERS BETWEEN AGES

BUILDING OF A  
COMMUNITY GARDEN  
CLUB BASED ON OUR  
VALUES OF WELLBEING,  
CO-CREATING AND  
RESPECT

*\*Image changed to protect  
the individual's identity  
and privacy*



*One of the main things some of Baptistcare's Home Care customers have in common was a loss of being able to garden.*

This loss may be through advice from a doctor due to a possibility of falls and not being able to get up, or poor health or living arrangements with no viable space for a garden. Baptistcare Home Care Chaplain, Penny Davis and Diversional Therapist, Jennifer Puxley realised this whilst visiting customers in the western area of Melbourne.

Penny and Jennifer developed a working relationship with Ellen Kessler from Westvale Community Centre, who offered Baptistcare a sizable garden plot to use for our clients – and the Garden Club was started. Two clients who are tending to the gardens each week are Fred\* a gentleman with younger onset dementia and Mary\* an elderly Greek grandmother. They have come together due to a love of gardening and the chance to share their knowledge. In turn, the Garden Club provides them with a sense of value within their community.

“Mary is unable to cook and clean anymore due to her health, so to watch her tending the garden and providing hints & tips to all around is wonderful. She has become the brains of the garden club, with Fred being the muscle but he has shown his delicate touch, especially when it comes to planting the new bean seedlings.” said Penny.

Raised garden beds, tools and equipment including some made for arthritic hands, soil and some initial plants and seeds were funded by a Baptistcare missional grant, ensuring we are working within the Baptistcare values of wellbeing, co-creating and respect.

## HOME CARE SERVICES

2,411 PEOPLE ACCESSED BAPTCARE'S HOME CARE. THIS IS 26% MORE PEOPLE THAN LAST FINANCIAL YEAR

**This year Baptistcare provided over 2,400 people Home Care services, with 710 of these being new customers.**

All were able to live safely and independently at home, receiving more than 219,000 hours of direct care from Baptistcare. The 710 new customers were made up of 610 Home Care Package customers and 100 Fee for Service private customers.

Each year, thousands of families in Victoria access Baptistcare's Home Care services, which provide flexible and quality services from short-term to ongoing care. These services are delivered through our innovative practices to continually improve customer experience.

Baptistcare's carers play a vital role in helping older people access services that allow our customers to retain their independence at home and in doing so, build strong connections with them, so they can better anticipate their needs.



733,400

VICTORIANS PROVIDE UNPAID CARE AND SUPPORT TO A FAMILY MEMBER OR FRIEND

217,800

OF THESE VICTORIANS PROVIDING UNPAID CARE AND SUPPORT ARE THE PRIMARY CARER

Source: <https://www.carersvictoria.org.au/facts>

## SELF-MANAGED HOME CARE PACKAGES

MY BEST LIFE SELF-MANAGED HOME CARE IS A NEW INNOVATIVE PRODUCT OFFERED BY BAPTCARE



*Baptcare is piloting a new innovative approach to home care services – My Best Life Self-Managed Home Care Packages.*

Self-Managed Home Care allows customers to take the lead in choosing, scheduling and managing the services being funded by their home care package while paying lower Care Management Fees.

We support customers to learn all of the essential skills they need to manage their home care, while continuing to provide as much or as little support as they need.

It's important to recognise that self-managed home care isn't for everyone.

We have some 'self-management readiness' criteria that we work through with customers before they decide if self-management is suited to them. This includes (for either the customer themselves, or a family member that is happy to help) having confidence to use a computer, access to the internet, and having the time available to fulfil the responsibilities that come with self-managed home care.

My Best Life Self-Managed Home Care Packages is currently a pilot program, where we are actively seeking feedback from our customers to improve and refine the product. We are looking forward to refining this offering with the intent to offer it more broadly to the market in the near future. If you'd like to learn more about My Best Life Self-managed Home Care Packages please call our friendly team at 13 Baptcare (13 22 78).

# Nursing & Allied Health

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# NURSING & ALLIED HEALTH SERVICES

BAPTCARE HAS A STRONG NURSING & ALLIED HEALTH BACKGROUND STARTING OVER 50 YEARS AGO AS THE FIRST NURSING SERVICE TO MAKE HOUSE-CALLS IN VICTORIA



*Each month close to 1,000 customers receive services through the Nursing and Allied Health programs.*

**These services enabled customers to better maintain their health, manage their acute and chronic health conditions, maintain their mobility and restore independence and self confidence, and allowed them to continue to live at home.**

In line with proving fullness of life for our customers, Baptcare's Day Therapy Centres across Melbourne and Tasmania offer a variety of programs and allied health services to support our customers health, like tai chi, physiotherapy, strength and falls prevention training, all under the supervision of physiotherapists and occupational therapists.

Over the last year 5,979 hours of Allied Health Assistant services have been provided to our customers, both in-home and in the day centre environment. Our Nursing and Allied Health practitioners have provided 4,919 visits with customers, and we have seen around 290 customers each month across our three Day Therapy Sites.

Programs can also be designed for our customers who may have injuries or a chronic illness, where they are provided exercises and techniques to enable them to strengthen and tone at home.

# NURSING & ALLIED HEALTH SERVICES

QUALIFIED HEALTH CARE SERVICES FOR SENIORS SO THEY CAN CONTINUE TO LIVE WELL AT HOME



Throughout the last year, our Nursing and Allied Health (N&AH) services have provided the following range of programs and services:

- Commonwealth Home Support Program (CHSP)
- Home and Community Care Program for Younger People (HACC PYP)
- Chronic Disease Management Plans
- Services for our Home Care Package customers
- Brokered services to external Home Care Package (HCP) providers, Transitional Care Programs (TCP), and Post-Acute Care (PAC)
- War Veteran Services
- Fee for Service private customers
- Short Term Restorative Care (STRC) program

9,850

HOURS OF NURSING DELIVERED TO CUSTOMERS

13,087

NURSING VISITS TO CUSTOMER HOMES

11,098

HOURS OF N&AH DELIVERED TO PRIVATE CUSTOMERS

2,994

PODIATRY VISITS TO CUSTOMERS HOMES

5,616

HOURS OF PERSONAL CARE DELIVERED TO CUSTOMERS

8,288

PERSONAL CARE VISITS TO CUSTOMER HOMES

1,400

HOURS OF OCCUPATIONAL THERAPY DELIVERED TO CUSTOMERS

A photograph of a woman with dark curly hair, wearing a patterned top, holding a baby. The image is overlaid with a green tint. The text 'Family & Community Services' is written in a white, cursive font on the left side of the image.

# Family & Community Services

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## FAMILY & CHILDREN'S SERVICES

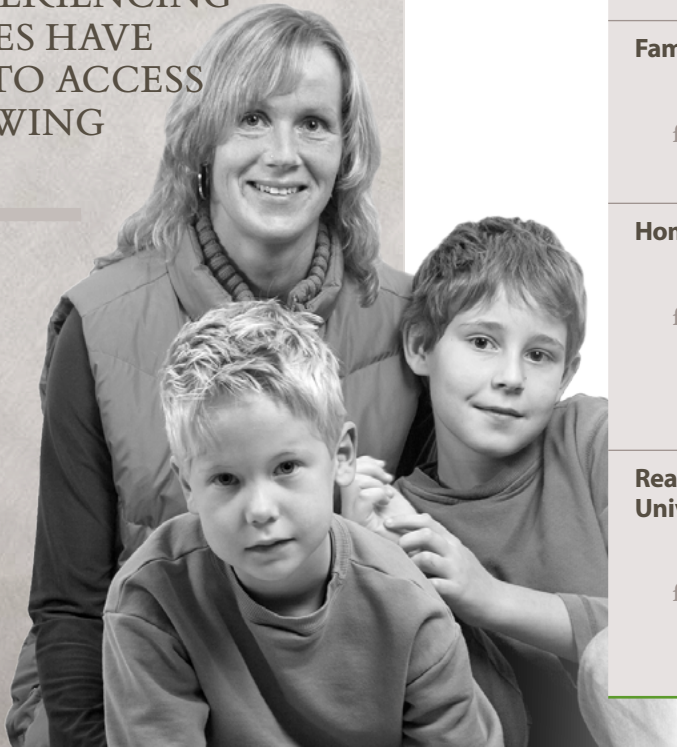
WELL OVER 1,000 TOYS FOR DISTRIBUTION TO DISADVANTAGED FAMILIES WERE COLLECTED AT OUR ANNUAL SANTA'S WORKSHOP IN DECEMBER

This year more than 1,951 vulnerable families and more than 2,330 children and young people experiencing difficulties across Victoria and Tasmania, were supported with parenting skills services.



# FAMILY & CHILDREN'S SERVICES VICTORIA

MANY VULNERABLE CHILDREN AND YOUNG PEOPLE EXPERIENCING DIFFICULTIES HAVE BEEN ABLE TO ACCESS THE FOLLOWING SUPPORTS:



SERVICE OR PROGRAM	DESCRIPTION
<b>Integrated Family Services (IFS):</b> <p style="text-align: center;"><b>207</b> families supported</p>	The Integrated Family Services (IFS) Program offers in-home support to families with children 0 to 18 years of age. This program offers practical support, information, advice, and opportunities to develop skills in parenting and household management to vulnerable families experiencing difficulties.
<b>Parenting Assessment and Skills Development Services (PASDS):</b> <p style="text-align: center;"><b>28</b>    <b>40</b> families and children supported</p>	This service is available to parents who have children between 0 and 3 years of age who are currently clients of the DHHS. The program assesses whether children are growing up in a safe environment as well as parenting capacity and competency. It also assesses whether parents can learn new skills to nurture and meet a child's intellectual, emotional and physical needs. This work is guided by goals set by parents, the PASDS worker and the DHHS Child Protection worker.
<b>Families First Program:</b> <p style="text-align: center;"><b>38</b>    <b>76</b> families and children supported</p>	The Families First Program for child protection is focused on working with families to prevent children being placed out of home when there is a crisis. This program is suitable for children who are clients of Child Protection.
<b>Home-Start:</b> <p style="text-align: center;"><b>50</b>    <b>104</b> families and children supported</p>	Home-Start is a home visiting service that offers practical support and mentoring to families with children under the age of five. Trained volunteers are linked to families on a one-to-one basis to provide support and offer their time on a voluntary basis; most are parents or grandparents themselves. They assist by giving low key support to families and fostering community connection on a short- or long-term basis.
<b>Reaching Children through Universal Service (RCUS):</b> <p style="text-align: center;"><b>65</b>    <b>65</b> families and children supported</p>	This program works with vulnerable children affected by family violence within Brimbank and Melton. Services are delivered in locations best suited and least disruptive to the child and their family. RCUS delivers therapeutic services to children and young people and provides support, education and linkage to families. It is a family-inclusive recovery service providing wrap-around support for all aspects of a child's life.

# FAMILY & CHILDREN'S SERVICES TASMANIA

MANY VULNERABLE CHILDREN AND YOUNG PEOPLE EXPERIENCING DIFFICULTIES HAVE BEEN ABLE TO ACCESS THE FOLLOWING SUPPORTS:



SERVICE OR PROGRAM	DESCRIPTION
<p><b>Integrated Family Support Services (IFSS):</b></p> <p><b>156</b>   <b>415</b> families and children supported</p>	<p>Integrated Family Support Service (IFSS) program in Tasmania works to improve the safety, wellbeing and health of children from birth to 18 years and their families. IFSS also assists families with unborn children to obtain support prior to the birth of a child. This service offers practical parenting assistance and strategies, casework and case management services for vulnerable families. The program works in partnership with a co-located community-based Child Protection worker if there are serious concerns about a child's safety.</p>
<p><b>Targeted Youth Support Service (TYSS):</b></p> <p><b>16</b> young people supported</p>	<p>The Targeted Youth Support Service (TYSS) works with young people aged 10 to 18 years who are identified as having significant and/or multiple risk issues including risk of homelessness or are homeless. Participants are identified as requiring significant assistance and without intensive support, notification to Child Protection or entry and / or escalation within the youth justice system is likely.</p>
<p><b>Grandparents and Other Relative Carers Raising Children (GSGC):</b></p> <p><b>20</b>   <b>36</b> families and children supported</p>	<p>The Grandparents and Other Relative Carers Raising Children program provides support for grandparents or other relative carers who have recently taken on the care of a grandchild or other young relative. Support is also available for situations where there is a new transition or crisis, even if the child or young person has been in the home for a longer period.</p>
<p><b>Strong Families Safe Kids Advice and Referral Line (ARL):</b></p> <p><b>1371</b> families supported</p>	<p>There were 7,774 conversations in ARL from the go-live date of 3 December 2018 to 30 June 2019.</p> <p>1,371 of these conversations were managed by Baptcare. It is a helpline for anyone concerned about child safety, protection or mandatory reporting of abuse.</p>

# Mental Health & Wellbeing Tasmania



# MENTAL HEALTH & WELLBEING TASMANIA

BAPTCARE HELPS HOMELESS MEN LIVING IN TASMANIA ACCESS SHORT TERM ACCOMMODATION AFTER EXITING THE HOSPITAL SYSTEM

500

PEOPLE WITH MENTAL HEALTH ISSUES SUPPORTED IN TASMANIA IN 2018/19

*Baptcare is emerging as a leader in mental health issues, providing a number of services across Tasmania.*

**Our Mental Health and Wellbeing programs are uniquely Tasmanian, innovative and evidence-informed.**

**MIcare** is a psychosocial recovery program for people with severe and persistent mental health issues. It is delivered in partnership with the Tasmanian Department of Health and Human Services. The program's person-centred approach effectively supports individual capacity building and recovery – alongside expert clinical and other advice.

**MIcare Choices** provides mental health support services to individuals exiting the Department of Psychiatry (DoP). It is an intensive and time-limited service delivering community support and assistance to secure long term housing solutions. Through this program Baptcare manages Karingal House which provides short term accommodation for homeless men exiting the hospital system.

We are currently working on a suite of Mental Health and Wellbeing programs that will include individualised and group support to people who are not eligible for the NDIS. The group sessions include life skills, art and music sessions for people of all ages. These should be up and running by September 2019.



A woman with long brown hair, smiling warmly, stands between two young girls. The girl on the left is taller and has her arm around the woman's shoulder. The girl on the right is shorter and is leaning towards the woman. They are all smiling and looking towards the camera. The background is a textured teal color.

# Foster Care & Kinship Care

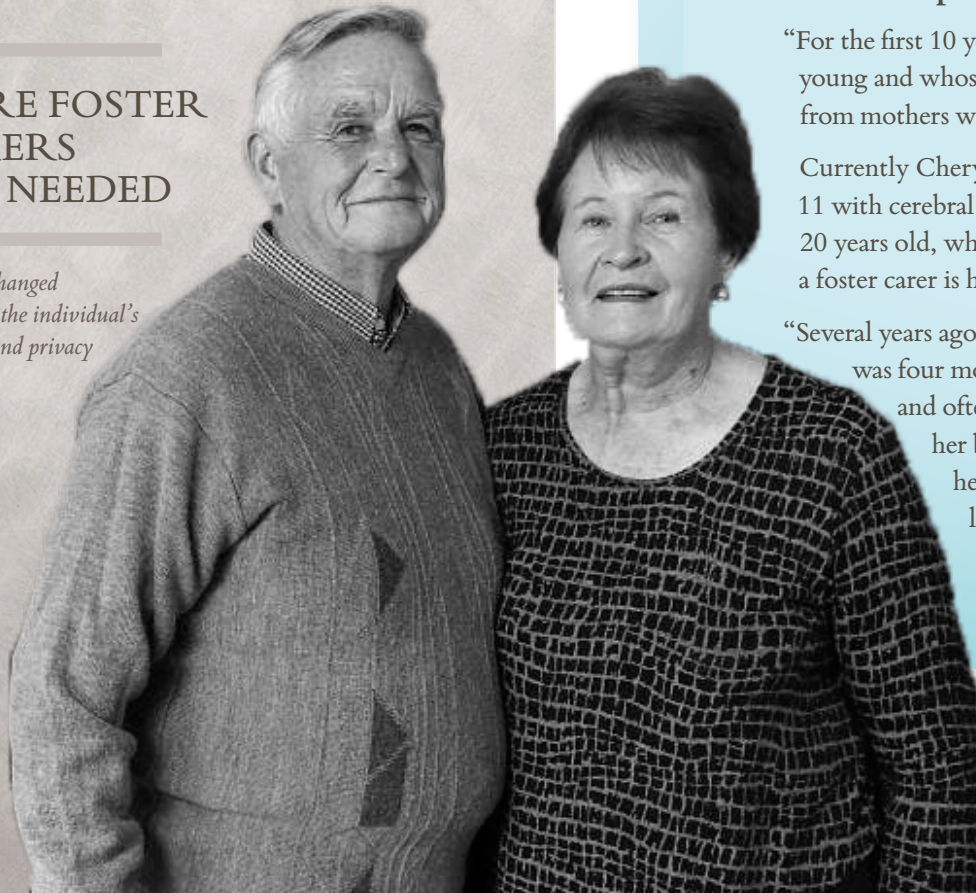
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# ONE HUNDRED FOSTER CHILDREN

## MORE FOSTER CARERS ARE NEEDED

*\*Names changed  
to protect the individual's  
identity and privacy*



*For the past 40 plus years, Cheryl Brown and her husband Arthur have been foster carers to numerous children.*

“I couldn’t tell you the exact number, but it would be more than one hundred. We stopped counting after a while”. The Browns, who live in Airport West, decided to become foster carers after being unable to have biological children of their own. They have cared for babies with high medical needs and worked with birth parents toward restoration of the child back into their care.

“For the first 10 years we cared for newborn babies, the majority with mothers who were young and whose families did not know they were pregnant. These days the children come from mothers who have drug and alcohol addictions, and mental illness”, said Cheryl.

Currently Cheryl and Arthur foster two children through Baptcare – Megan\* who is 11 with cerebral palsy who came into their care at three months old, and Anna\* who is now 20 years old, whom they have cared for since she was nine months old. Cheryl says being a foster carer is highly rewarding.

“Several years ago, we had a little girl stay with us for three years. She came to us when she was four months old and she couldn’t even lift her head up. She was severely neglected and often left in a caravan on a double bed with a bottle of milk beside her while her birth parents left her alone for hours on end and she cried and cried. It took her months to be able to look anyone in the eye. It’s being able to help children like this that makes what we do as foster carers so important”.

The pair also have two adopted children, Michael, now aged 44 and Patrick, who sadly died in a car accident when he was 16, who they fostered when they were newborns.

# FOSTER CARE & KINSHIP CARE

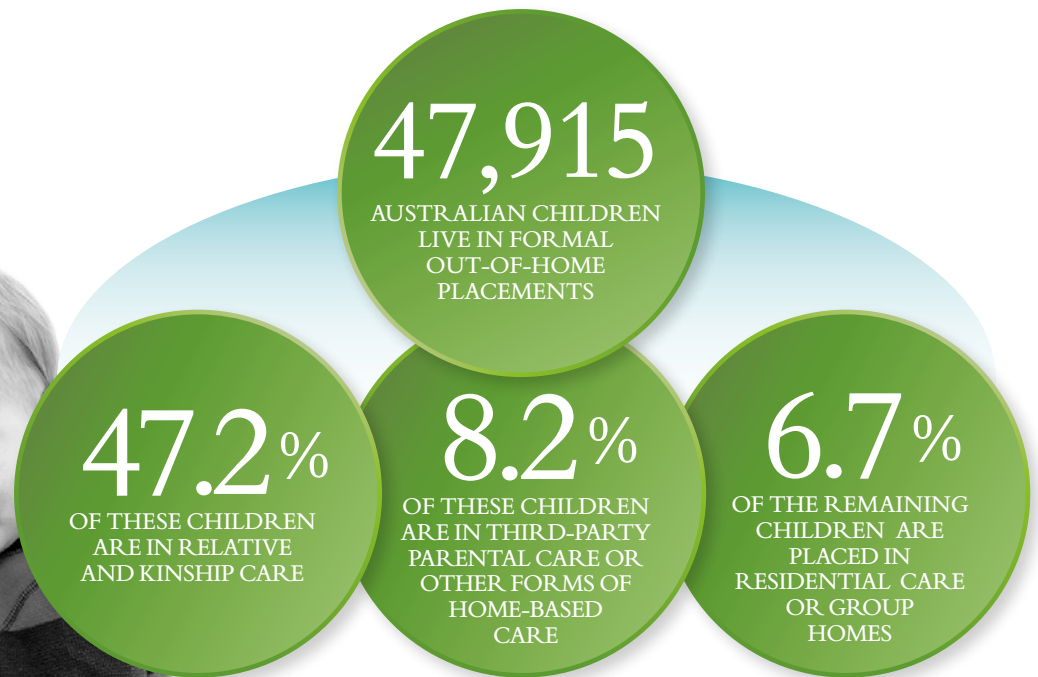
FOSTER AND KINSHIP CARERS BUILD POSITIVE NURTURING ENVIRONMENTS FOR VICTORIA'S AND TASMANIA'S MOST VULNERABLE CHILDREN



**Children and young people who are unable to live at home access support through Baptcare's kinship and foster care programs in Victoria and Tasmania.**

This year 216 children in need were provided with a safe and nurturing environment through Baptcare's foster carer program across Victoria and Tasmania, while 77 children and carers were supported in kinship care households.

In May 2019, Baptcare were proud to partner with The Department of Communities Tasmania to extend our recruitment of foster carers across Tasmania, offering training and ongoing support to help create more positive environments for children most at risk.



# Disability Services



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# DISABILITY SERVICES

## SUPPORTING ROSIE TO ACHIEVE FULLNESS OF LIFE

*\*Name and image changed to protect the individual's identity and privacy*



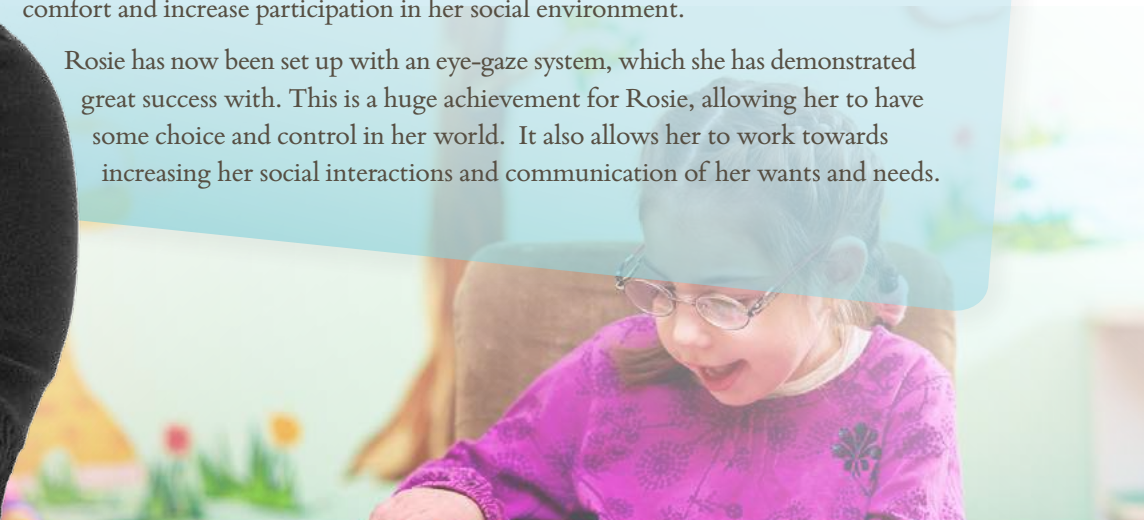
*Rosie is a happy and resilient 4-year-old little girl. She and her family were able to transition to the NDIS in 2018 and she is now receiving support through her second NDIS plan.*

With the support that Baptcare is able to provide through an Early Childhood Early Intervention (ECEI) coordinator, Rosie regularly receives the therapy that she requires, and now has the ability to reach out and use her hands for play and can also do some functional tasks when supported.

Rosie has also become more vocal and has increased the sounds that she can make, and due to the improvements in her oral control has increased safety when eating. "To see the improvement in Rosie has been wonderful to watch and be a part of. She is a wonderfully happy little girl, and to see her increased play skills and communicative skills just shows the impact the NDIS with support from Baptcare can have." said Melanie.

Through her therapy, Rosie has been able to learn to scan between two items unassisted and fix her gaze on the item that she wishes to choose. Rosie has received the assessment required to work towards accessing vital assistive technology that will allow her comfort and increase participation in her social environment.

Rosie has now been set up with an eye-gaze system, which she has demonstrated great success with. This is a huge achievement for Rosie, allowing her to have some choice and control in her world. It also allows her to work towards increasing her social interactions and communication of her wants and needs.



## DISABILITY SERVICES

BAPTCARE  
SUPPORTS PEOPLE  
TO BUILD THEIR  
CAPACITY TO LIVE  
A GOOD LIFE

OVER  
**10,000**

PEOPLE WITH DISABILITIES  
SUPPORTED IN TASMANIA  
AND SOUTH AUSTRALIA  
IN 2018/19



**Baptcare supports people with disabilities and their families by providing local area coordination, case management, assistance at home, social support and respite.**

Over the past year, we have been providing Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services for the NDIS in the South West and North regions of Tasmania, working towards a full transition to the NDIS in Tasmania. This was achieved by mid-July 2019. Baptcare supported 413 people with disabilities in this final year of the transition program. We have now helped 1,014 new clients to complete their first NDIS plan and have continued to assist 1,195 clients to review their current NDIS plans to ensure their individual needs are met. In addition we have provided Individual Linkages and Capacity building (ILC) support to 1140 people and their families.

In ECEI we have supported 410 children to complete their first plans as participants and have completed 85 reviews for children already on the scheme. We have also provided continuous ILC support to 261 children and their families and short-term intervention support to 561 children and their families.

In South Australia more than 8,000 people were supported by the LAC teams in the regions of Yorke Mid-North, Western Adelaide and Eastern Adelaide. This included helping 2,996 people to transition to the National Disability Insurance Scheme and develop a first plan. A further 3,298 people completed a review of their current NDIS plan to ensure their needs were met. Throughout the year the SA teams delivered over 650 Community Engagement and Information sessions and participated in more than 600 Community Capacity Building activities.

# Housing & Homelessness



## BAPTCARE AFFORDABLE HOUSING

SAFE, SECURE,  
APPROPRIATE  
& AFFORDABLE  
HOUSING IS A  
BASIC HUMAN  
RIGHT OF ALL  
AUSTRALIANS



**Affordable housing is integral to the wellbeing of individuals, families and communities. It also forms part of the foundation on which we build strong sustainable and integrated communities.**

Over the past decade, both buying and renting have become less affordable – especially for households reliant on social security or the minimum wage.

As a mission integrated, faith-based and purpose driven organisation, Baptcare is committed to easing the housing shortage in Australia and providing affordable housing which focuses on quality homes and community.

Baptcare Affordable Housing (BAH) – a subsidiary of Baptcare has a long-term commitment of over 30 plus years to expand our affordable housing communities.

BAH now manages a total of 89 housing units in areas including Norlane, Boronia, Sunshine and Wangaratta. In 2019 we expanded into Tasmania providing financially disadvantaged people a home from which they can access a range of services including education, training and employment.

47,056

VICTORIANS  
WERE WAITING FOR  
PUBLIC HOUSING IN  
DECEMBER 2018

84%

From 2002 to 2017, rents charged for houses increased by 84 percent and rents for apartments by 92 percent.

100%

In May 2018, people on Centrelink incomes could not afford to rent any rental properties available in Melbourne.

28%

Of all advertised rental properties in regional areas only 28% were affordable for families of two parents and minimum two children with none being affordable for singles or couples.



# Asylum seeker support



Because everyone deserves *the best of care*

Baptcare

## ASYLUM SEEKER SUPPORT

AS PART OF OUR VISION OF BRINGING HOPE AND OPPORTUNITY TO THE MOST DISADVANTAGED, WE ARE DEDICATED TO SUPPORTING PEOPLE SEEKING ASYLUM.

**The Sanctuary program, which relies almost entirely on funding from Baptcare, is boosted by the efforts of our fundraising team.**

Baptcare's funding continued to provide much needed support for people who have experienced homelessness while seeking asylum. Two additional rooms were opened at the Brunswick site meaning two more people experiencing homelessness now have a place to call home and are able to access emotional and spiritual support. The Sanctuary program now provides a total of 124 people with safety, opportunity and a fair go and has been responsible for eight of those individuals gaining employment and assisting them with independence within the community.

Sanctuary celebrated 10 years of operation in December 2018 with a celebratory dinner at our Preston site. Past and current residents, volunteers, staff, friends and members of partner churches, and other organisations celebrated Sanctuary's achievements spanning the past decade, with a group of residents preparing a delicious range of food for everyone to enjoy. Baptcare held several other fundraisers for Sanctuary during the year including: Run Melbourne which raised \$8,000; Cycle for Hope which raised \$25,000; and our supporter appreciation event Soup & Salaam to coincide with World Refugee Day.

# 3,000

PEOPLE (OUT OF 10,000) SEEKING ASYLUM IN VICTORIA ARE NOT ELIGIBLE FOR INCOME SUPPORT, THE MAJORITY ARE LIVING IN POVERTY

# 57

PEOPLE

57 people, including 28 children who would otherwise be homeless receive housing at our 14 Houses of Hope.

# 78

PEOPLE

78 people, mainly men are housed at our Sanctuary sites in Brunswick and Preston.

# 118<sup>K</sup>



A new record of \$118,000 was raised for our Sanctuary program via the Baptcare Golf Day.

## JEFF DAVIES – VOLUNTEER

A VOLUNTEER  
LOOKING TO  
HELP IMPROVE  
OTHERS LIVES

*\*Image changed to protect  
the individual's identity  
and privacy*

*Looking for a chance to improve the lives of people seeking asylum, Jeff Davies decided to join Sanctuary, becoming an important member of the volunteer team.*

Joining Sanctuary three years ago, Jeff originally assisted residents with writing resumes and developing interview skills. This is an important area of Sanctuary's work, with education and employment crucial to a resident's transition into Australian society.

"I was looking for a way to do something positive to help", says Jeff. Currently, Jeff assists Sanctuary by picking up and distributing food donations to our Brunswick and Preston sites. Both of these roles have given Jeff the chance to chat and listen to the experiences of residents.

"I find the incredible endurance, intelligence and positivity of many of the residents, in the face of very challenging circumstances, truly admirable," says Jeff.

"It is a very satisfying thing to do, particularly given the attitude and education of the Bapcare staff. I would definitely recommend the experience to anyone looking to make a difference," says Jeff. He has managed to recruit his wife, Geunolee as a volunteer and she is currently assisting residents with their English skills.

"Hopefully I will link in some more helpers in the future," says Jeff. Approximately 73 per cent of our Bapcare volunteers say they want to make a difference and that Bapcare supports them to achieve this.

# Spiritual Care & Wellbeing



## SPIRITUAL CARE & WELLBEING

### REFLECTING ON THE END OF LIFE CARE OF RAYMOND LUTTICK - BY DEB MOORE (CHAPLAIN)

For our Residential Aged Care residents the chaplains are an important part of the support staff, and focus on the residents' spiritual health and wellbeing.



*Raymond Luttick was a resident at Wyndham Lodge who passed away on 14 April 2019.*

Ray and his family were introduced to me in February 2019, when Ray was in the fast decline from a cancer diagnosis. During his final months, I spent time with the family getting to know Ray's personality, character, likes and dislikes and passions, building connection, all whilst watching how delicately Ray's wife Dorothy cared for him.

Examples of care that I provided that supported Ray and his extended family included supporting and keeping the younger grandchildren entertained so their parents could spend quality time with Ray. Dorothy, Ray's wife, was increasingly tired and anxious, and I was available on days where she needed to rest and arrive later, to sit with Ray and assure her he wasn't alone which offered her peace and comfort and offered a calming presence to Ray.

There is so much to state in how we navigated this end of life process well for this family, but also for staff and residents and how we all worked together as a community to honour and cherish Ray, in the delicate fabric of end of life care. Dorothy has since visited me with a card and donation to Baptcare. She wishes to visit and gift something to both the lifestyle team and nursing staff separately but as she has stated 'no words can express how grateful she is to this family at Baptcare'.

When I asked her what she cherished the most from this journey and what we can do to continue to care effectively for other residents at that stage she said, "Just see him... you all got to know him, you saw him, really saw him as a person, his heart, and he was never just a patient as he would be in a hospital, he was important, he was valued, and he was cared for!! The message of hope that you gave, we know will be a message you continue to offer to all you care for at Wyndham Lodge. God bless you all for the work that you do!!"



## SPIRITUAL CARE & WELLBEING

BAPTCARE'S COMMITMENT TO INCLUSIVE PASTORAL AND SPIRITUAL CARE IS CENTRAL TO THE WHOLE PERSON CARE THAT IS AT THE CORE OF OUR MISSION VALUES.



Passionate and experienced Chaplains and Spiritual Care Coordinators are embedded in staff teams across all our services in Victoria and Tasmania, including in aged care, with families and children and with people seeking asylum.

End of life care is a particularly important part of our aged care services and the story and experience of Ray Luttick's family is a good example of how our chaplains work together with other staff to provide a quality of sensitive care that understands the deeply relational dimensions of spiritual and pastoral care at this critical time in our human experience.



# Community Engagement



Because everyone deserves *the best of care*

Baptcare

# PAYING IT FORWARD FOR THE COMMUNITY

## A CAFÉ WITH A DIFFERENCE

### *Tanti Park Social Enterprises and Mornington based café; Homeground Café commenced operating in 2017.*

**With the support of a seed funding of \$45,000 over 2 years from the Bapcare Community Grants program, a social enterprise café began, serving uncommon coffee, supporting young people and creating community through partnering with Commonfolk.**

The daily operations of the café in the middle of a disadvantaged neighbourhood combined with the Café's strong Pay it Forward model has seen this social enterprise truly become that second home and space for connection and belonging for a diverse range of local community members.

On top of the café utilising its staff skill base to organise various community events, the café is constantly in demand for meeting space for many varied community initiatives.

From inception to realisation the Café has been a space where there is a focus on vocational training, and employment placing to many local enterprises, health equity access for better diet and food practises. Building relationships with other NFP's and the Advance College to support young people.

A full profile of the café and their work can be found here: [homegroundcoffeco.com.au](http://homegroundcoffeco.com.au)





## COMMUNITY ENGAGEMENT

OUR COMMUNITY  
ENGAGEMENT PROGRAM  
WORKS TOWARDS  
CONNECTING BAPTCARE  
AND BAPTIST-BASED  
CONGREGATIONS  
WITH THEIR  
LOCAL  
COMMUNITIES.

**Baptcare Community Engagement Grants are funds and resources for Baptist congregations, the Baptist Unions of Victoria and Tasmania, and affiliated agencies to work with and support people beyond their congregation yet within their neighbourhood.**

Social inclusion describes a series of positive actions to achieve equality of access to goods and services, to assist all individuals to participate in community and society, to encourage the contribution of all persons to social and cultural life and to be aware of and to challenge all forms of discrimination. Social inclusion by its very nature provides those who are marginalised and disadvantaged with the opportunity for greater participation in decision-making that affects their lives.

Since 2011, 164 grants have been given to churches who work in their local communities by Baptcare. Continued investment into the community engagement program this financial year witnessed \$200,000 being given to supporting 14 church based social enterprise initiatives that supported people who are experiencing poverty, hardship and social exclusion.



# Research & Advocacy



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Baptcare

## RESEARCH & ADVOCACY

A BROAD RANGE  
OF RESEARCH  
PROJECTS  
PROCESSED  
THIS YEAR



**Baptcare is committed to better understanding the issues that adversely affect our customers, and how we can continue to build and support communities where every person is cherished.**

### Outcomes measurement

Outcomes measurement has continued across all market segments. FACS is now into its fourth year of data collection. Baptcare Affordable Housing now has 2 years of data. Sanctuary data collection has continued since 2015. Aged care data collection has continued across Home Care, Residential Aged Care and Direct Care & Day Therapy. Staff training has been conducted across Family and Children's Services (FACS) with multiple new FACS programs commencing outcomes measurement. Training has also been provided to Sanctuary staff and has been offered within Aged care. Progress reports are periodically being produced for each market segment.

### Family violence in kinship care in Tasmania

Data collection has been completed for the Family Violence in Kinship Care in Tasmania study which is an extension from the study conducted in 2017 in Victoria. Results will be published later in 2019.

### Local Area Coordinator community capacity building project

The partnership project with RMIT, Glenorchy Together, has now concluded. This project involved a codesign process of activities with a working group which consisted of key stakeholders in the Glenorchy community including people with disabilities who live in the Glenorchy community. Outcomes from the project include individual outcomes for participants such as increased confidence and skills to contribute to community change, increased social connections and networks, skills and confidence to design and lead community capacity building work, increased research and project administration skills and the development of a more inclusive and diverse community.

# RESEARCH & ADVOCACY

A BROAD RANGE  
OF RESEARCH  
PROJECTS  
PROCESSED  
THIS YEAR



## Program evaluations

The University of Melbourne has completed the Reaching Children through Universal Service (RCUS) evaluation and Monash University is in mid evaluation of the Mlcare program. The University of Melbourne evaluation of +Shift (an innovative family violence programs for women who use violence in intimate relationships) is also in mid-evaluation. An evaluation of the memory support unit at Hedley Sutton was also completed.

## Leaving care model

Work has commenced on a project in conjunction with Monash University to identify service gaps and develop a model of service delivery for young people transitioning from out-of-home care. The findings of this study will be used to develop new service delivery models for this vulnerable cohort of young people.

## Local Area Coordinator (LAC) service model

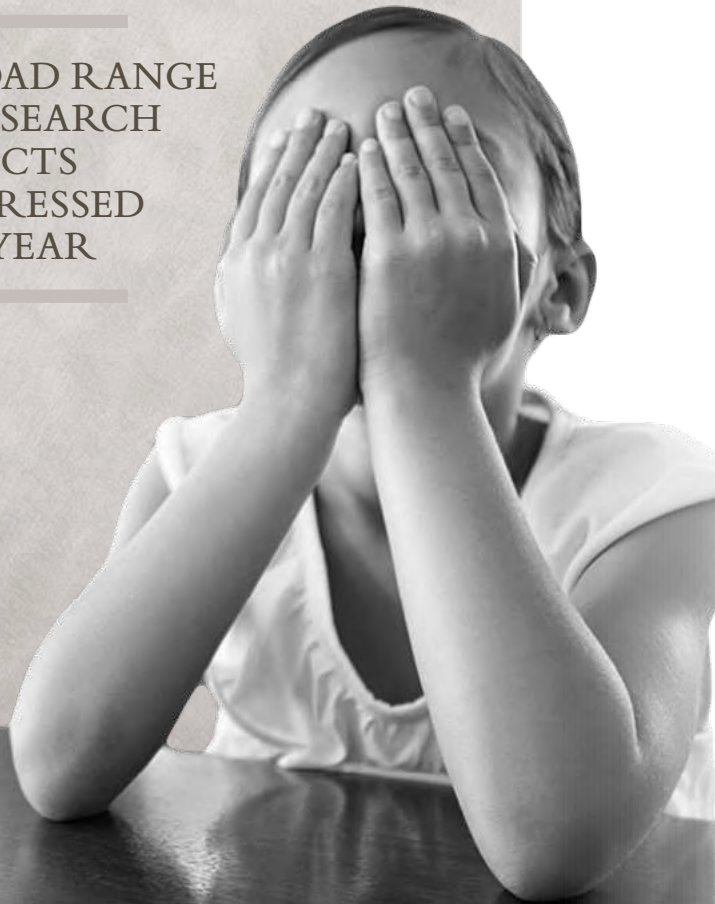
This project identified the elements of Local Area Coordination which formed a model of service delivery. This report demonstrated areas of best practice and excellence from Baptcare LAC staff. This report has identified gaps and opportunities for further development of the LAC role and will form the basis of developing Local Area Coordination within other service delivery areas such as aged care.

## Baptist Care Australia (BCA) national outcomes project

Baptcare's Research, Policy & Advocacy Unit (RPAU) and has been involved in a consultation process with BCA and Social Ventures Australia to scope the opportunity for a national outcome's measurement tool. Baptcare has provided information and advice on the implementation of a Baptist Quality of Life (BQOL) framework across all BCA members. Baptcare's recommendations for the implementation of BQOL across BCA agencies was endorsed in full and the project is now in the next phase appointing a national outcomes coordinator who will develop and implement pilot activities to commence national outcomes data collection.

# RESEARCH & ADVOCACY

A BROAD RANGE OF RESEARCH PROJECTS PROGRESSED THIS YEAR



## Healing matters

Monash University is also undertaking a research project (HEALing Matters) that explores a healthy living and activity program for children and young people in out-of-home care and their carers.

## Publications

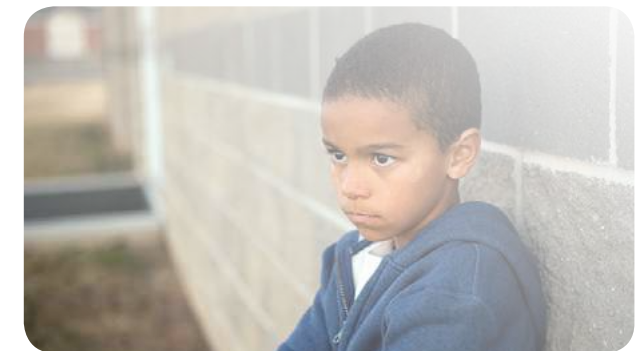
A book chapter on Baptcare’s family violence in Kinship Care in Victoria has been accepted for publication following presentation at the International Foster Care Organisation (IFCO) conference in Malta in 2018.



Baptcare was invited to contribute to an international book on Family Violence and an abstract for the book chapter has been accepted for publication in 2020.

There have also been several publications in peer reviewed journals as a result of the Micare, +Shift and RCUS evaluations.

These publications extend the reach of the work being conducted by Baptcare and increase the reputation of Baptcare whilst building an evidence base for our programs.



# An overview



Because everyone deserves *the best of care*

Baptcare

# AN OVERVIEW OF OUR STAFF

MORE THAN 19,000 PEOPLE WERE SUPPORTED WITH THE BACKING OF OVER 3,300 STAFF & 860 VOLUNTEERS

Our staff are dedicated to empowering communities and this was showcased through their longstanding years of service:



We also have a member of staff who has worked for Baptistcare for over 57 years!



## OUR STAFF AND VOLUNTEER SURVEY RESULTS

were released showing that 78.5% of our staff have a strong and clear understanding of how our everyday activities align with Baptistcare's vision and contribute to our mission.



## AT BAPTICARE WE WORK TO CREATE COMMUNITIES

An exceptionally high mission integration score, shows the goodwill our staff and volunteers have in creating communities where we ensure that people of all ages, beliefs and circumstances are cherished.



## OUR STAFF GIVING PROGRAM REINVIGORATED

Nine new supporters signed up along with the 20 employees already involved via direct debit donations from their salary to aid projects assisting those most vulnerable.

# Financial Details 2018-19

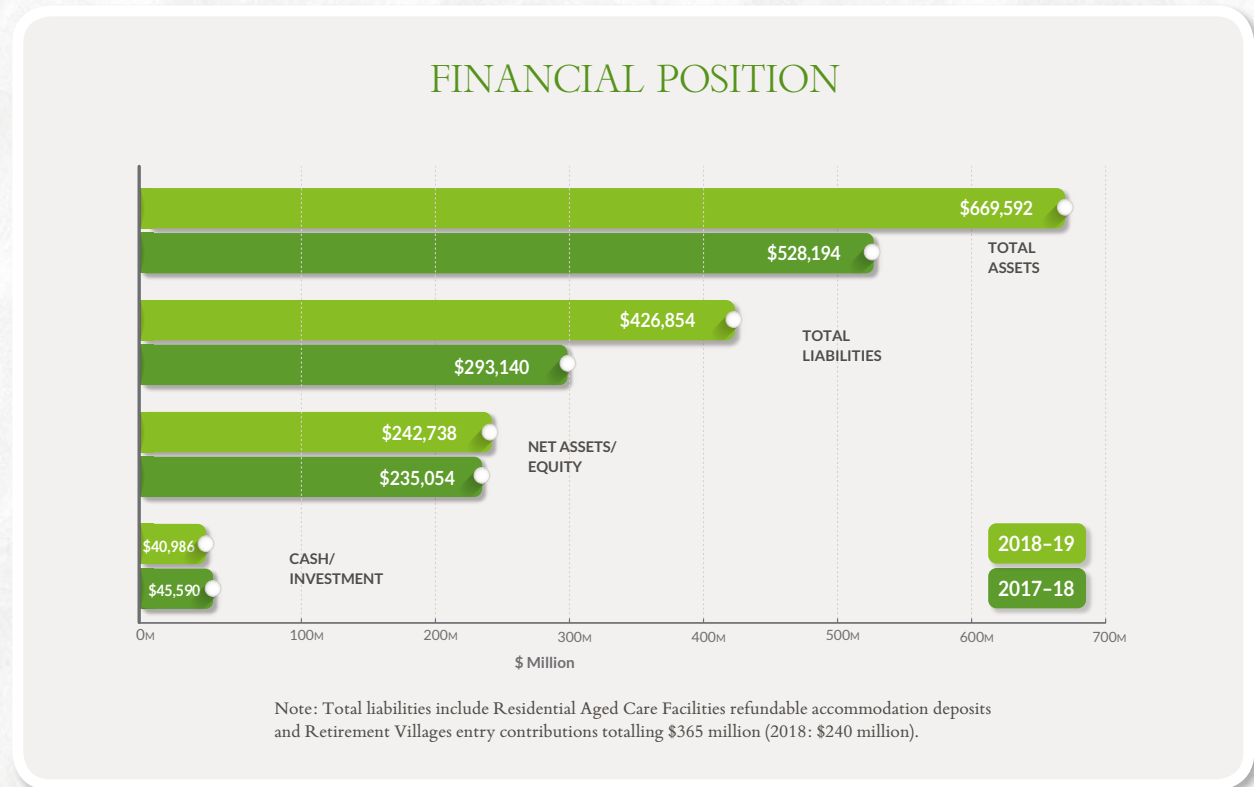


# FINANCIAL POSITION

TOTAL ASSETS AT THE END OF THIS FINANCIAL YEAR WAS \$669.6M, AN INCREASE OF \$141.4M FROM THE PREVIOUS FINANCIAL YEAR

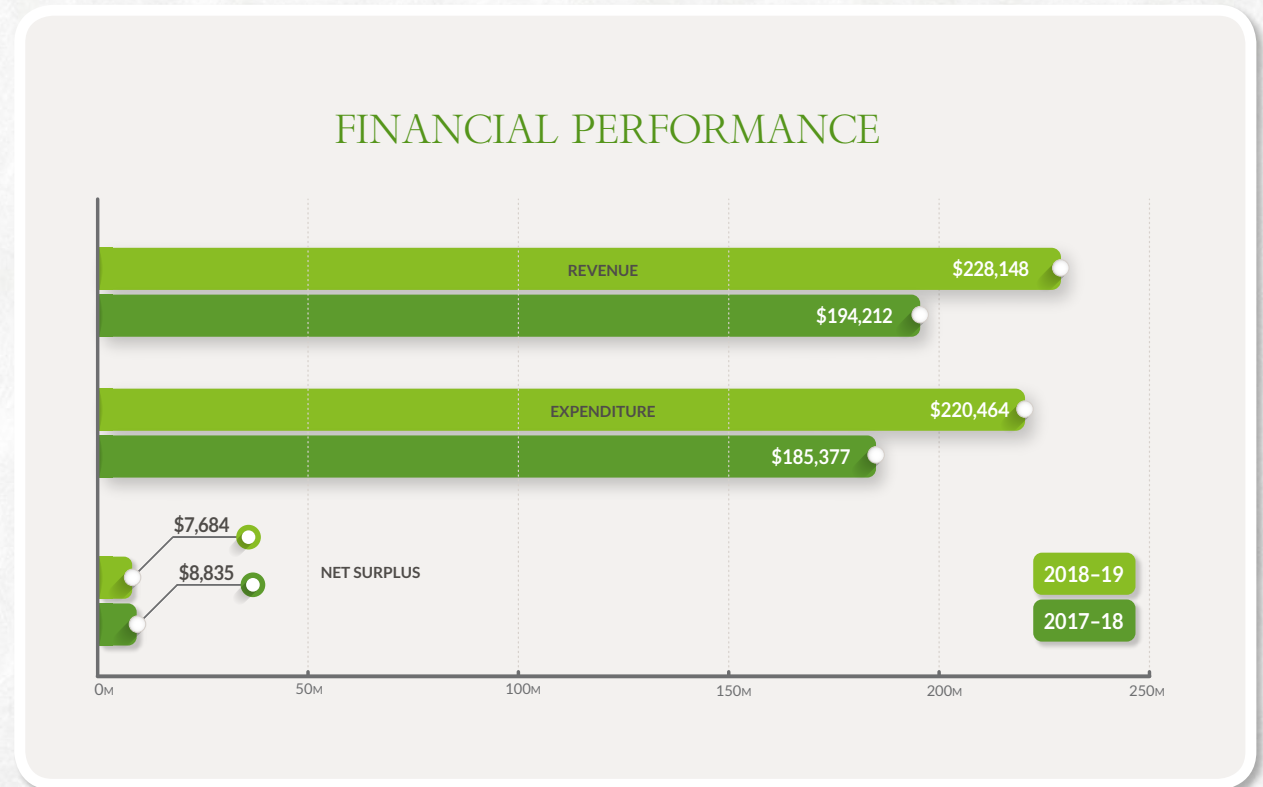
CASH / INVESTMENT OF \$40.9M A DECREASE OF -\$4.6M FROM THE PREVIOUS FINANCIAL YEAR

In order to sustain our contribution to society as a social enterprise, achieve the Board’s five year investment and development strategy, and to continue to provide for the future replacement of operating assets, it is critical that Baptcare makes strong cash surpluses. Baptcare remains in a very strong financial position, with excellent cash flows, quality buildings, and a sustainable business model with strong growth plans.



# FINANCIAL PERFORMANCE

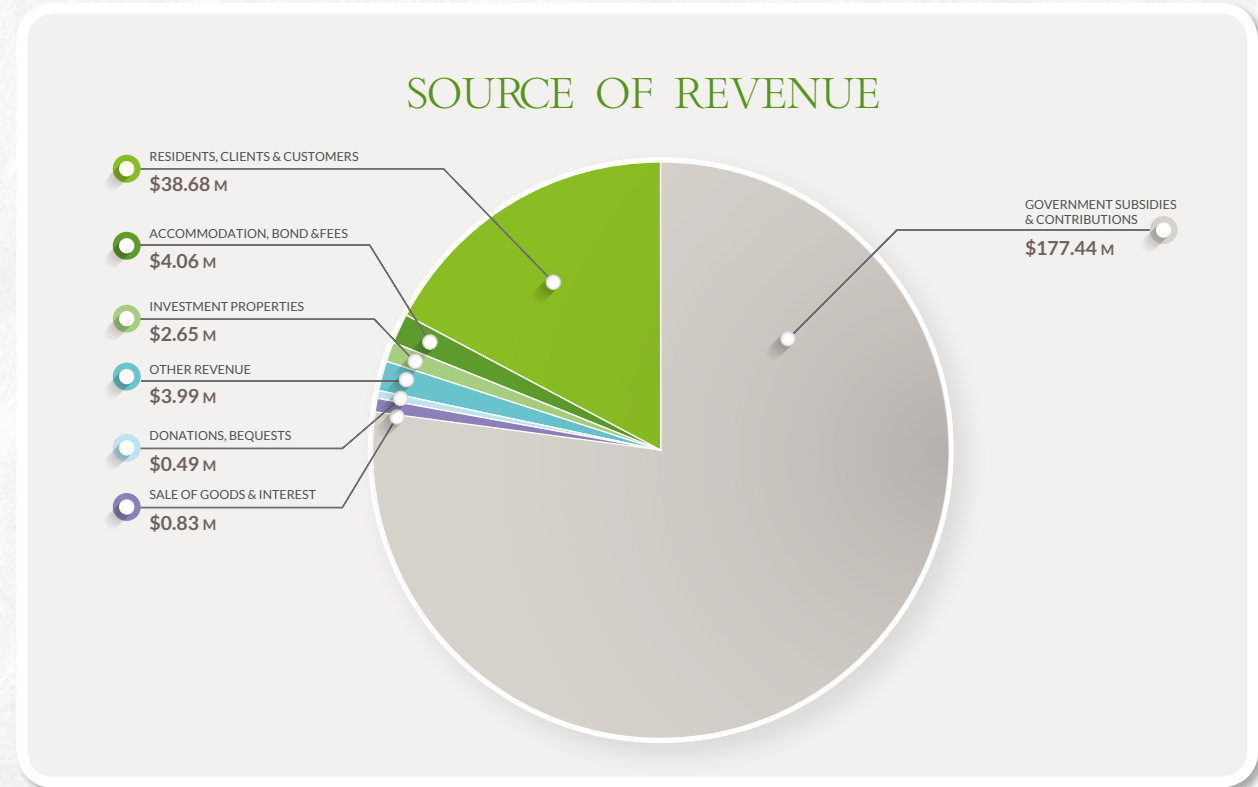
A NET SURPLUS OF \$7.68M WAS GENERATED THIS YEAR. OUR OPERATING REVENUE INCREASED BY 17.5 PERCENT FROM THE PREVIOUS YEAR TO \$228.1 MILLION.



# SOURCE OF REVENUE

THE MAIN SOURCE OF REVENUE \$177.44M WAS PROVIDED BY GOVERNMENT SUBSIDIES & CONTRIBUTIONS.

RESIDENTS & CUSTOMERS PROVIDED \$38.68M IN REVENUE



*Thank  
you!*

## ACKNOWLEDGEMENT & APPRECIATION

NONE OF THE WORK THAT WE HAVE DONE FOR THE COMMUNITY THROUGHOUT THE YEAR WOULD BE POSSIBLE WITHOUT OUR AMAZING STAFF AND VOLUNTEERS, AND THE INCREDIBLE SUPPORT THAT WE RECEIVE FROM THE BAPTIST UNION OF VICTORIA, OUR GENEROUS DONORS, SUPPORTERS AND PARTNERS.



Because everyone deserves  
*the best of care*

*Get involved.*

[Donate here today.](#)

[baptcare.org.au](http://baptcare.org.au)



Baptcare