

Caring

for the community

2017 - 2018
Year in Review



the best of care

October 2018

Introduction

This year more than **19,000** people in Victoria, Tasmania and South Australia were supported 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, Baptistcare customers were able to live independently at home, had choice and control, accessed accommodation to suit their lifestyle, budget and circumstance, were provided with integrated family and community services, and accessed new disability services.

In doing so, people of all ages, cultures, beliefs and circumstances were provided with an elevated level of support to facilitate community connection.



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.

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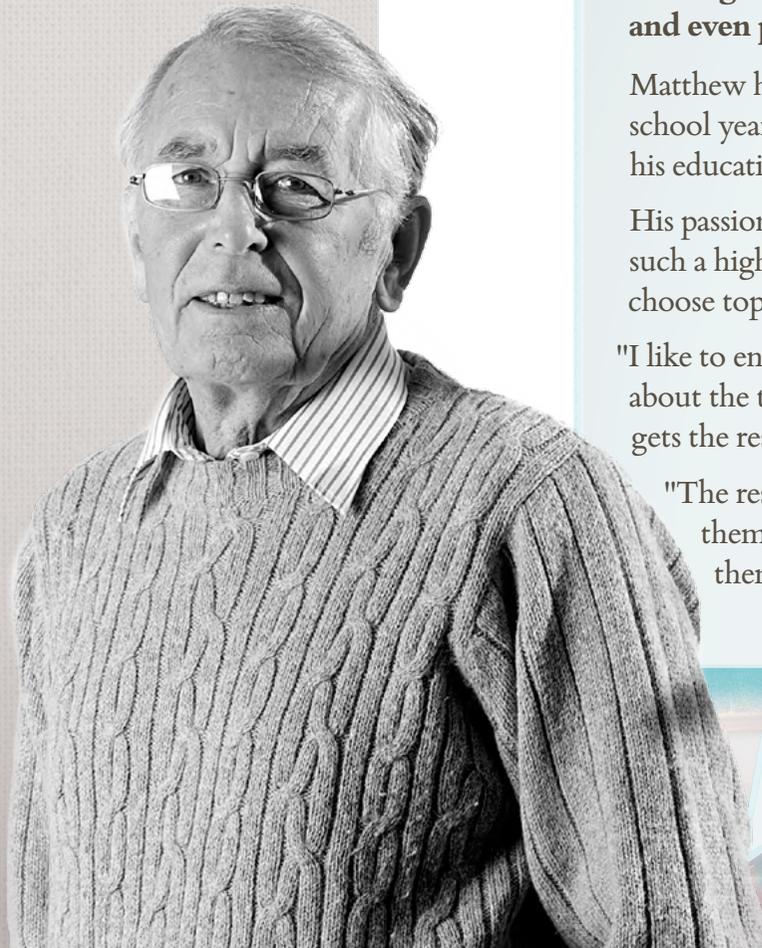
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ENCOURAGING SOCIAL CONNECTIONS

MATTHEW'S STORY

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



Volunteer Matthew plays a significant role in the lives of our residents, taking them on a weekly historical journey.*

Matthew, a dedicated Baptcare volunteer has taken residents of our Hedley Sutton Community on a journey through time every Monday evening as they have explored and discussed Australian cities, regions and even politicians.

Matthew has always been connected to Baptcare, beginning with his high school years when Mr Hedley Sutton himself played an influential role in his education.

His passion for the residents of Hedley Sutton is incredibly evident, and with such a high demand for new topics, he is always researching and attempting to choose topics of personal significance to the residents.

"I like to engage the residents by encouraging them to come up with memories about the topic. We do a lot of sessions around the 50s and 60s eras because it gets the residents involved," said Matthew.

"The residents really enjoy learning about things that they experienced themselves. I am aiming to involve the residents further by getting them to come up with future ideas for sessions," Matthew added.

SERVICE IMPACT

CREATING COMMUNITIES WHERE EVERY PERSON IS CHERISHED

With the support of 2,284 committed staff and 650 passionate volunteers, services were delivered to 19,000 people across Victoria and Tasmania, while 350 people in South Australia benefited from our recently launched local area coordination services.



This marker represents the physical location of a Baptcare site. Baptcare delivers services to people across Victoria, Tasmania & South Australia.



Residential Aged Care



A COMMUNITY THAT WELCOMES FAMILIES

NORENE'S STORY

Learn more about Baptcare Brookview Community from Tasha Sakwa, Office Manager.



Norene is the first resident to have moved into the new Baptcare Brookview Community residence.

Norene and her children decided it was time for her to move into residential aged care when it became clear she was struggling to live at home on her own.

“I couldn’t look after myself at home and there was no-one to look after me. I was sinking down and down and not eating properly,” said Norene. “Now everything is looked after. I get three meals a day, plus morning and afternoon tea and supper at night. My kids are absolutely delighted that I am being so well looked after.” Norene said the beautiful surroundings, attentive staff and the focus on maintaining family connections was what has stood out to her.

Another drawcard for Norene’s family was the location of Baptcare Brookview Community and its close proximity to Norene’s family, encouraging regular visits. The community welcomes families to visit at any time of the day, said Norene, “My children and grandchildren visit me here often and we go for walks or just sit around chatting.”

Norene noted the care she receives at Baptcare Brookview Community is outstanding, “The staff are so accommodating – nothing is a trouble. They’ll knock on the door and say ‘Norene, it’s time for morning tea. Do you want to come down or do you want it brought up to you?’ and that sort of thing.”



NEWLY OPENED: THE ORCHARDS & BROOKVIEW COMMUNITIES

COLLECTIVELY BOTH
COMMUNITIES ARE
PROVIDING CARE FOR
OVER 100 RESIDENTS



Philip Curtis, former Chairman, Baptcare; Iris Nethercott, The Orchards resident; and Michelle Kleinert, Councillor, Mayor of Manningham City Council, opening The Orchards Community in Doncaster East

This year 1,415 Victorians and Tasmanians received care within 11 Baptcare residential aged care homes.

Brookview addressed the unmet need for aged care places in the Westmeadows area delivering 100 per cent of its 90 rooms to residents of low means while *The Orchards* services the needs of residents in Doncaster East through its 150 rooms.

In line with a commitment to build communities where every person is cherished, construction of our two new integrated aged care communities continued, *Wattle Grove* in Lalor and *Coasthaven* in Norlane, Geelong.

Once completed, the \$96m Lalor development will include a 120-room residential aged care facility, 135 independent living residences, a community hub and wellness centre. Coasthaven will provide a 90-room concessional residential aged care facility, a community hub and wellness centre. Both new developments are expected to be completed by early 2019 and will be home to 210 residents collectively.



Graham Dangerfield, Chief Executive, Baptcare; Karen Sherry, Councillor, Hume City Council; Robina Bradley, Chairwoman, Baptcare; and Frank McGuire MP for Broadmeadows, opening Brookview Community in Westmeadows

RESIDENTIAL AGED CARE NEW DEVELOPMENTS: AN OVERVIEW

1,415
 VICTORIANS & TASMANIANS RECEIVED CARE WITHIN OUR 11 RESIDENTIAL AGED CARE HOMES



Baptcare Coasthaven Community, Norlane

50%
of
Aged care places

at **Baptcare** are provided to people of low means

90
Aged care places

in Westmeadows in Melbourne, & Norlane in Geelong

120
Aged care places

are in Lalor, Melbourne at Wattle Grove Community

150
Aged care places

are in Doncaster East, Melbourne at The Orchards Community



Baptcare Brookview Community, Westmeadows



Baptcare The Orchards Community, Doncaster East

Retirement Living



RETIREMENT LIVING COMMUNITIES

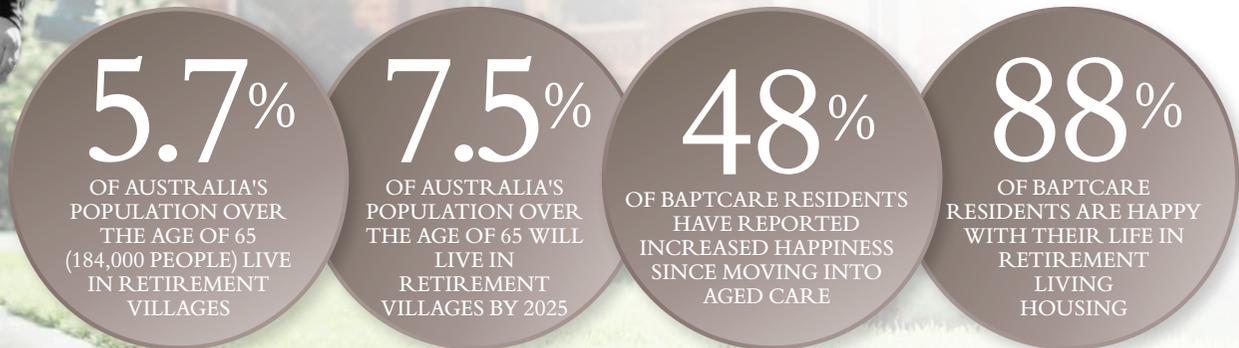


All 279 residents across our 238 units and apartments within our 6 retirement living communities in Victoria and Tasmania continued to receive the utmost of care.

This was evidenced by Strathalan Community receiving the accolade of being a finalist within the Ageing Asia Innovation Awards for Facility of the Year – Ageing in Place, and by The Orchards Community receiving a Highly Recommended status within the 2018 Australian Achiever Awards for Australia’s Retirement and Care Services.

This recognition is testament to all the wonderful staff who work tirelessly to care for our residents within our Bapcare communities.

To meet the needs of Australia’s ageing population, and in line with the benefits to residents of living in an integrated aged care community model, a total of 146 apartments and units will be developed alongside Bapcare’s aged care communities by 2021. This includes 33 apartments at The Orchards Community, 36 apartments at Strathalan Community and a new retirement living development of 55 units and 22 apartments at Peninsula View Community.



Source: <http://www.retirementliving.org.au/wp-content/uploads/2015/03/National-overview-of-the-retirement-village-sector-Grant-Thornton.pdf>

Source: https://www.propertycouncil.com.au/Web/Content/News/RLC/2017/The_facts_on_retirement_living.aspx

Home Help



PROVIDING CARE IN YOUR HOME

HEATHER'S STORY

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



Heather, a proud Geelong local, said she is fortunate to have the support she needs to keep living independently in her own home.*

When Heather's husband passed away four years ago, she found herself in an unfamiliar situation. "I was caring for Keith in his final years, but when he passed away, I went from being a carer to someone who needed care.

I've always been physically limited because I have rheumatoid arthritis, but I really went downhill at that point. I was struggling," she said.

Along with household tasks such as vacuuming and cleaning, Heather also receives allied health services from Baptcare. These include regular podiatry visits and input from an occupational therapist, who has arranged equipment for Heather's home, including a handrail for her bathroom, a wheelchair and a ramp.

Heather said that having local Baptcare workers in the Barwon South West region was a great advantage, "The staff are always willing to help, and I feel reassured whenever I talk to them. I consider myself very lucky to have all this support."

HOME HELP SERVICES

1,778 PEOPLE ACCESSED BAPTCARE'S HOME HELP SERVICES. THIS IS 15% MORE PEOPLE THAN LAST FINANCIAL YEAR

This year, 1,778 people, 798 of those who were new to Baptistcare services, were able to live safely and independently at home, receiving more than 186,608 hours of direct care from Baptistcare.

Like Heather, each year, thousands of families in Victoria access Baptistcare's Home Help services, which provide flexible and quality services from short-term to ongoing care through our innovative practices to continually improve the customer experience.

Baptistcare's Home Help 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.



700,000

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

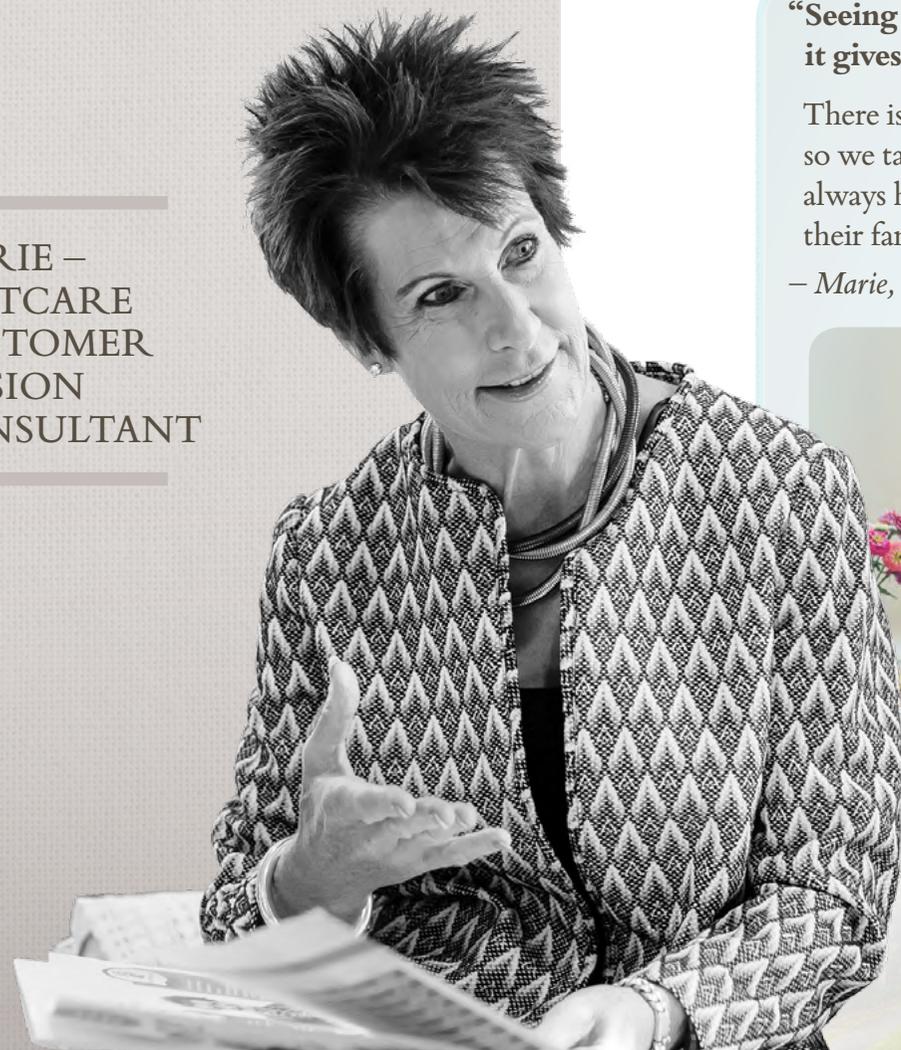
240,000

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

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

HOME HELP

MARIE –
BAPTCARE
CUSTOMER
LIAISON
CONSULTANT



Marie understands the importance of people continuing to live at home.

“Seeing people in their own environment is really important, because it gives me a much greater appreciation of what they need.

There is no ‘one size fits all’ solution – no two customers are exactly the same, so we take a very personal approach. The best part about my job is that I’m always helping people, every moment of the day. I give my customers and their families peace of mind at a time when they really need it.”

– Marie, Baptcare Customer Liaison Consultant



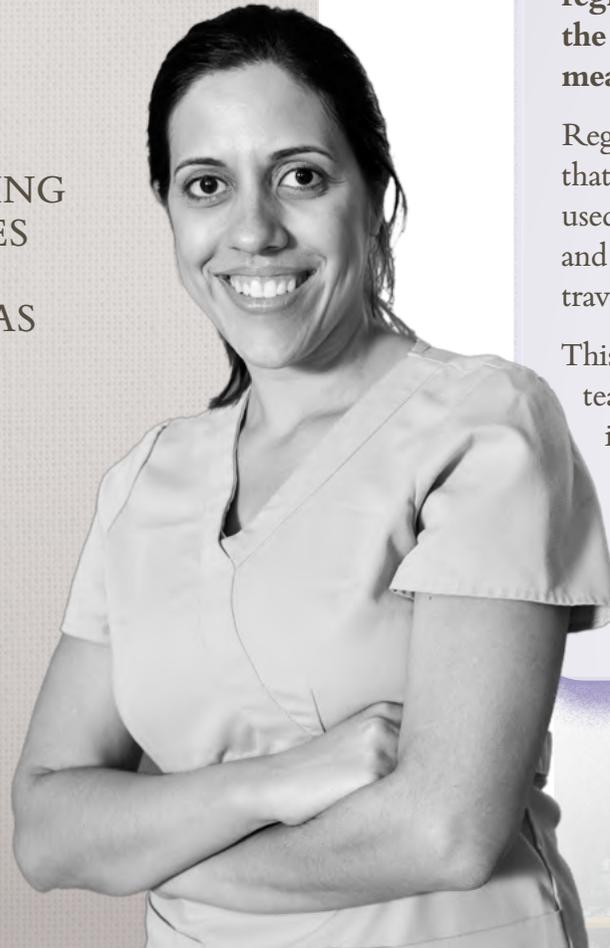
Nursing & Allied Health



HEALTH & WELLBEING

DIGITAL TECHNOLOGY IS TRANSFORMING THE WAY NURSES WORK IN REGIONAL AREAS

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



Customers within the Hume/Loddon region can now access cognitive assessments at home using Skype technology.

In the past regional customers with cognitive impairment, had a significant challenge in accessing assessments due to living in remote regional areas where the cost to get a registered nurse out to complete the assessment was high and involved a significant waiting time which meant they were missing out on valuable funding.

Registered Nurse, Susan* from our Brunswick office in Melbourne noted that most of the day was spent travelling, “Before this technology was being used cognitive assessments were hard to set up. We were often doing only two and a half hours of efficient work in an eight-hour day due to the amount of travelling involved”.

This style of assessment has given nurses a real sense of achievement and the team are able to coordinate appointment times to help ensure the assessment is conducted at a time that most accurately reflects the customer's cognitive function.

“We are the first Home Care Package and nursing provider to offer this technology and are excited by how receptive customers have been. We feel like we are making a real difference.” said Susan.

NURSING & ALLIED HEALTH

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

8,813

VISITS TO BAPTCARE DAY CENTRES IN 2017/18

33,356

HOURS OF NURSING & ALLIED HEALTH DELIVERED IN 2017/18

31,252

NURSING & PERSONAL CARE VISITS TO CUSTOMERS' HOMES

This year more than 9,824 Baptistcare customers were better able to maintain their health, and manage pain and chronic conditions through expert nursing and allied health services.

In line with Baptistcare's whole of person approach, customers also benefited from Baptistcare Day Therapy Centres where they participated in activities such as Tai Chi, strength training and falls prevention, under the supervision of physiotherapists and occupational therapists.



Family & Community Services



the best of care

Baptcare

SAVING GRACE FOR CHILDREN

THE REACHING CHILDREN
THROUGH UNIVERSAL
SERVICES (RCUS) PROGRAM
WORKS WITH VULNERABLE
CHILDREN AFFECTED BY
FAMILY VIOLENCE

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



Jaycob^{} was removed from his mother's care by DHHS due to family violence between his parents and his mother's ongoing, untreated mental health issues.*

Despite being placed in his grandmother's care, Jaycob still had trouble at school, had developed a speech and hearing impediment and lacked the ability to concentrate in class.

Jaycob and his grandmother worked with Baptcare's RCUS program which works with vulnerable children affected by family violence to deliver trauma-informed counselling and therapeutic case management. Through the counselling he received at the school he attended Jaycob's emotional intelligence and social skills strengthened, he understood his emotions and managed his responses better, and knew how to cope with the changes to his family.

His school principal, Joanne, believed that having the RCUS program at their school created connections and allowed Baptcare to help children desperately in need of support. "Having an on site social worker that can make connections with families within the school community and build relationships with children and families in a familiar environment is invaluable." said Joanne.

For Jaycob, the weekly program took four months of intensive work, where the counsellor helped to improve his emotional vocabulary and understanding of different emotions, his ability to demonstrate a good understanding of friendship skills and observed him playing with others at school.



FAMILY & CHILDREN'S SERVICES

OVER 1,500 TOYS FOR
DISTRIBUTION TO
DISADVANTAGED FAMILIES
WERE COLLECTED AT
OUR ANNUAL SANTA'S
WORKSHOP IN DECEMBER

This year more than 1,310 vulnerable families and more than 1,281 struggling children and young people experiencing difficulties across Victoria and Tasmania, were supported with services to support parenting skills.



FAMILY & CHILDREN'S SERVICES

STRUGGLING CHILDREN AND YOUNG PEOPLE EXPERIENCING DIFFICULTIES ACROSS VICTORIA ACCESS THE FOLLOWING SUPPORTS:



SERVICE OR PROGRAM	DESCRIPTION
Integrated Family Services (IFS): 232 families supported in Victoria	The IFS program aims to empower vulnerable families with children aged 0-18 years, through in-home practical support, information sharing and opportunities to develop parenting skills, in turn creating positive environments at home.
Family preservation: 83 families supported in Victoria	Programs such as <i>Families First</i> , <i>3Up</i> and <i>Parenting Assessments Skills Development</i> highlight Baptcare's commitment to building strong families. Through these programs, parents can access assistance to care for their children, or are supported during a crisis so that their children can continue to remain in their care.
Reaching Children through Universal Service (RCUS): 155 children supported in Victoria	The RCUS program works with vulnerable children affected by family violence in the areas of Brimbank and Melton to deliver trauma-informed counselling and therapeutic case management.
Home-Start: 48 110 families with children supported in Victoria	Baptcare understands the importance of community connections and local support for young families. Through programs such as Home-Start, families receive home visits from local volunteers who offers practical support and friendship to families with children under the age of five. 8 families with 12 children attended a weekly supported playgroup.

FAMILY & CHILDREN'S SERVICES

STRUGGLING CHILDREN AND YOUNG PEOPLE EXPERIENCING DIFFICULTIES ACROSS TASMANIA ACCESS THE FOLLOWING SUPPORTS:



SERVICE OR PROGRAM	DESCRIPTION
Gateway Family Services: 772 487 families & children supported in Tasmania	This service is designed to assess family support needs. Baptcare Gateway effectively links families to the right support services, including Baptcare Integrated Family Support Services.
Grandparents and Other Relatives Program: 28 clients supported to care for 60 grandchildren or younger relatives in Tasmania	Baptcare understands the important role that grandparents and other relatives play in assisting families. This program offers community group activities and provides short term case management and brokerage to family members taking on care of younger relatives.
Integrated Family Support Services (IFSS): 175 458 families & children supported in Tasmania	The IFSS program in Tasmania works to improve the safety, wellbeing and health of children from birth to 18 years of age and their families. We also assist families with unborn children to obtain support prior to the birth of a child.
Therapeutic Youth Support: 11 young people supported in Tasmania	This program works to ensure that fewer young people are involved with Youth Justice and Child Protection. The program provides targeted youth support to young people aged 10-18 years who are highly disengaged, have high and complex needs or multiple risk issues, and without intervention, are likely to escalate to involvement with Youth Justice or Child Protection.

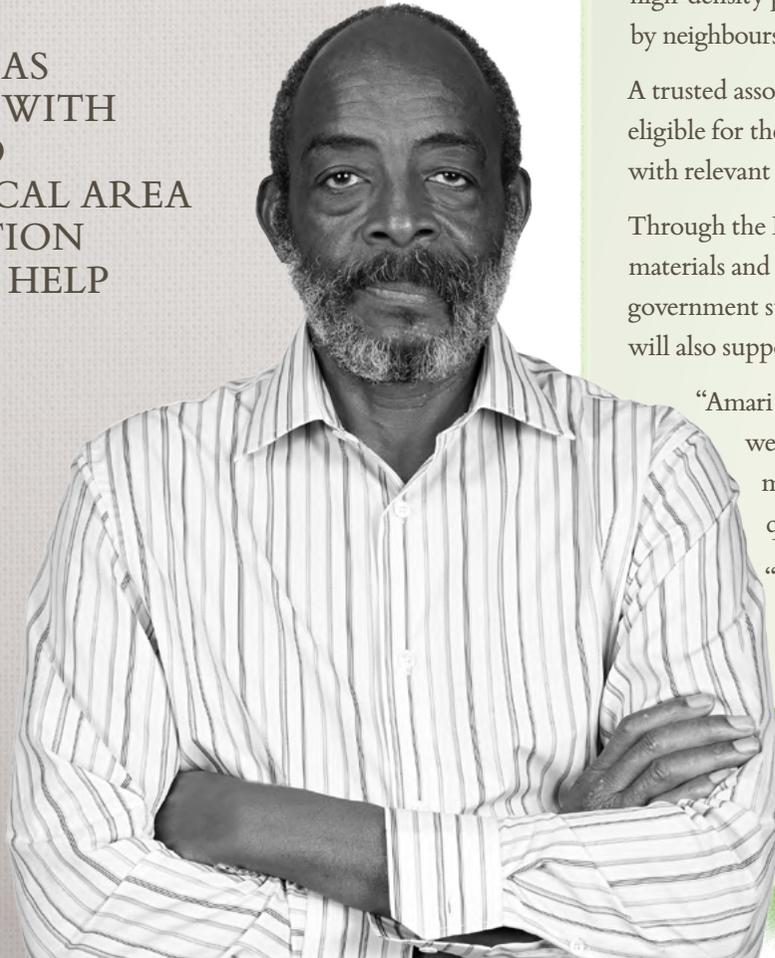
Disability Services



DISABILITY SERVICES

BAPTCARE HAS PARTNERED WITH THE NDIS TO PROVIDE LOCAL AREA COORDINATION SERVICES TO HELP PEOPLE LIKE AMARI

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



Amari, an African refugee who has lived in South Australia for seven years and is a citizen now, has significant disabilities due to a stroke suffered before seeking asylum.*

Amari speaks little English and very few interpreters speak his dialect. He has been living in a high-density public housing complex in a very rough area where he is constantly victimised by neighbours and very vulnerable. Before Baptcare, he had never accessed state-based supports.

A trusted associate had been the man's only carer and contacted Baptcare to see if Amari was eligible for the NDIS. Baptcare has now allocated Amari with a Local Area Coordinator with relevant asylum seeker support experience to meet with him and his carer.

Through the LAC services offered by Baptcare, Amari has access to easy English NDIS materials and communication boards to build trust and determine the mainstream and government supports that can and need to be activated. Rachel, his Local Area Coordinator will also support Amari to apply for NDIS access.

"Amari has been visiting and engaging with his local neighbourhood community centre weekly. He has also connected to the church attached to the centre. He's getting more familiar with the people there and at the moment he is happy to visit in the quieter times, borrow books and talk with the coordinator about his day.

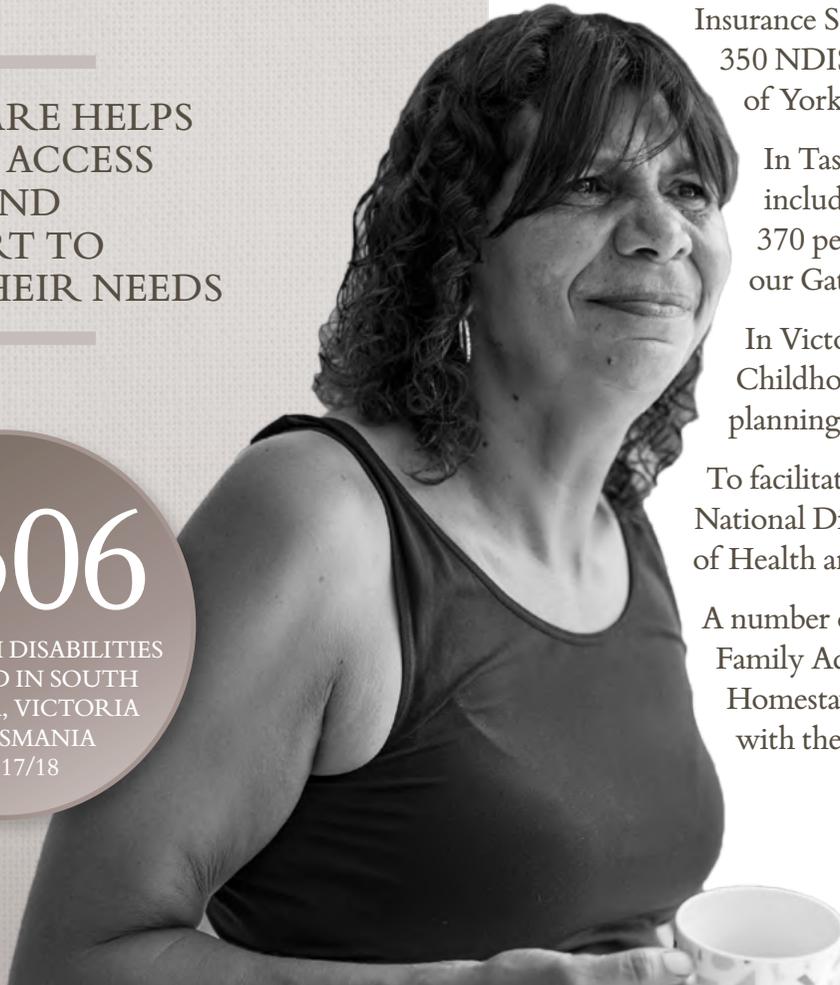
"The Community Centre Coordinator has recently linked him to a local adult education institution where he is excited at the prospect of utilising his trade to share his substantial knowledge with their students," said Rachel.

DISABILITY SERVICES

BAPTCARE HELPS PEOPLE ACCESS CARE AND SUPPORT TO SUIT THEIR NEEDS

4,306

PEOPLE WITH DISABILITIES SUPPORTED IN SOUTH AUSTRALIA, VICTORIA AND TASMANIA IN 2017/18



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

This past year, Baptcare played a key role in implementing the National Disability Insurance Scheme (NDIS) and expanded into South Australia. We supported 350 NDIS clients access newly allocated local area coordination services in the regions of Yorke Mid North, Western Adelaide and Eastern Adelaide.

In Tasmania, 2,552 people with disabilities and their families were supported, including 314 clients who were supported to become participants of the NDIS and 370 people with disability not yet eligible for the scheme were supported through our Gateway Disability Services to access mainstream and specialist disability services.

In Victoria 1,404 people, including 782 children were supported through the Early Childhood Intervention Service (ECIS) and 61 people through case management, planning and respite services.

To facilitate our efforts, we partner with a range of service providers including the National Disability Insurance Agency (NDIA), Mission Australia, and the Department of Health and Human Services.

A number of Victorian programs were finalised during the financial year including Family Active Holiday, Flexible Respite Program, Respite Activity Program, Homestay, Short Term Funding and Case Management. We thank all those involved with these programs.

Foster Care & Kinship Care



SILENT AND VULNERABLE KINSHIP CARERS

RESEARCH WAS UNDERTAKEN BY BAPTCARE INTO FAMILY VIOLENCE WITHIN KINSHIP CARE



Margaret's daughter asked her to take her children 14 years ago, so that she could get back on her feet.

Margaret is just one of 101 silent and vulnerable kinship carers who were given a voice in compelling research findings undertaken by Baptcare into family violence within kinship care. The aim was to advocate for higher levels of care and support for all involved.

“There’s been physical violence, emotional violence, verbal violence. It comes in many different shapes and forms,” said Margaret.

“I remember one Christmas my daughter was going around just bashing on all of our windows and screaming abuse. I had to bundle my eldest granddaughter up in my arms and race out to the car. I just sat her in the seat and said ‘whatever you do just keep looking straight ahead. We are going to have Christmas Day and it’s going to be really good. Just keep looking straight ahead’. And we drove off and left mum creating havoc around our house. And that was Christmas Day.”

Through this study a greater understanding of how family violence directed towards kinship care placements was impacting children and families in kinship care was discovered. It is hoped this information will work to provide solutions to reduce the violence and better support the victims moving forward.

FOSTER CARE & KINSHIP CARE

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



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

This year 102 children in need were provided with a safe and nurturing environment through the foster carer program, while 158 children and carers were supported in kinship care households. Over 100 kinship carers who had direct experience of family violence took part in research conducted by Baptcare and The University of Melbourne.

The findings released in a report titled *"Family Violence in Kinship Care: It's Been an Absolute Nightmare"* provided hope to identify ways to reduce the incidence of family violence and provide higher levels of care and support for all involved. This research signifies Baptcare's ongoing commitment to advocate for kinship care.

Carer and children's equine camp

The first FACS foster care and kinship care camp was held at Mill Valley Ranch. Part of Baptist Camping Victoria, the camp provided an opportunity for carers and children to experience and connect via a horse-riding program.

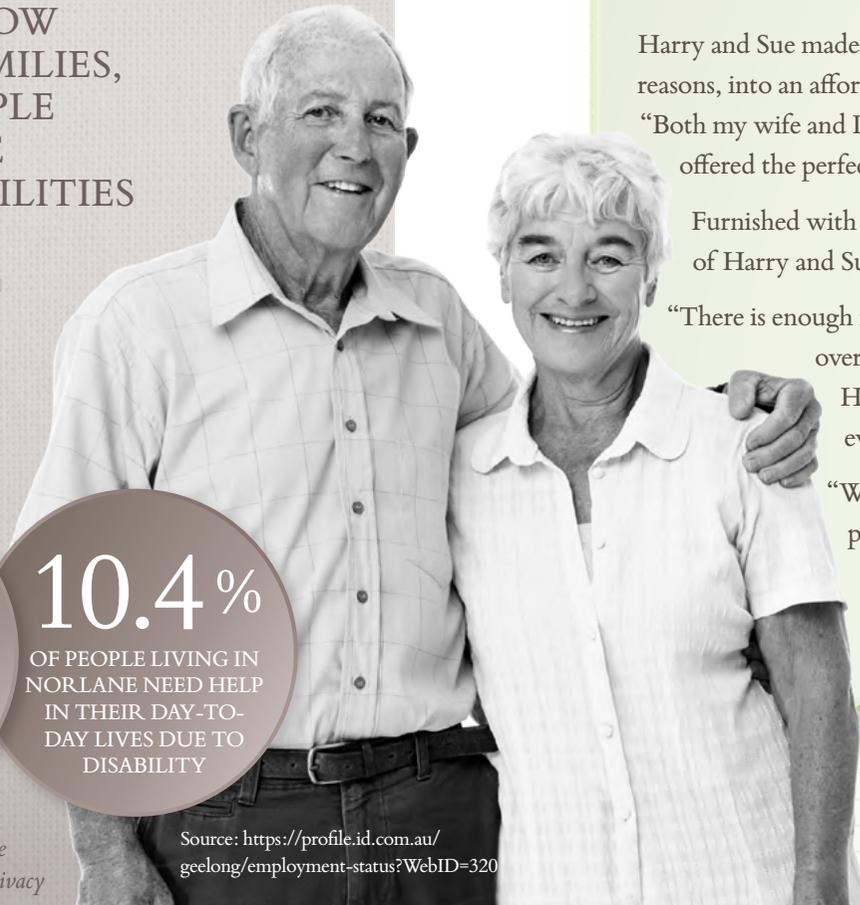
Carers engaged in educational sessions regarding trauma through a family violence lens, while the children engaged in equine therapy, and learnt how to be respectful in relationships and work together in a team.

Affordable Housing



RENEWING THE HEART OF NORLANE

PROVIDES LOW INCOME FAMILIES, OLDER PEOPLE AND PEOPLE WITH DISABILITIES A HOME



Affordable housing assists those who are disadvantaged within the community, providing them with a place to call home.

Harry and Sue* are just two of 105 tenants who now call the recently completed 52 affordable units home at *Baptcare Coasthaven Community* which provides low income families, older people and people with disabilities a home in which they can feel safe and supported.

Harry and Sue made the move from their previous residence in Corio, due to financial reasons, into an affordable housing unit after seeing an advertisement in the local paper.

“Both my wife and I were unemployed and struggled to service our private rental and this offered the perfect setting to be able to manage our new lifestyle,” said Harry.

Furnished with a kitchenette and lots of cabinetry, the unit suits the lifestyle of Harry and Sue who are loving their newfound space.

“There is enough room for us to live, and even when we have the kids and grandchildren over every second Sunday for lunch there’s more than enough room,” said Harry. He notes the warmth of his new community saying how festive everyone was over the holidays and how it really made it feel like home.

“We threw a small get-together on Christmas Eve for the street. Lots of people came and we had a really good night,” Harry added.



17.3%

UNEMPLOYMENT RATE IN NORLANE

10.4%

OF PEOPLE LIVING IN NORLANE NEED HELP IN THEIR DAY-TO-DAY LIVES DUE TO DISABILITY

*Image changed to protect the individual’s identity and privacy

Source: <https://profile.id.com.au/geelong/employment-status?WebID=320>

BAPTCARE AFFORDABLE HOUSING

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

Affordable housing is foundational 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 30 plus years to expand our existing housing and affordable housing communities. BAH now manages a total of 90 housing units in the western suburbs, Norlane and Boronia providing financially disadvantaged people a home from which they can access a range of services including education, training and employment.

To ensure more people have access to affordable integrated communities, BAH’s aim is to have 500 properties under management by 2022, whilst simultaneously working to create individual and community transformation.



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

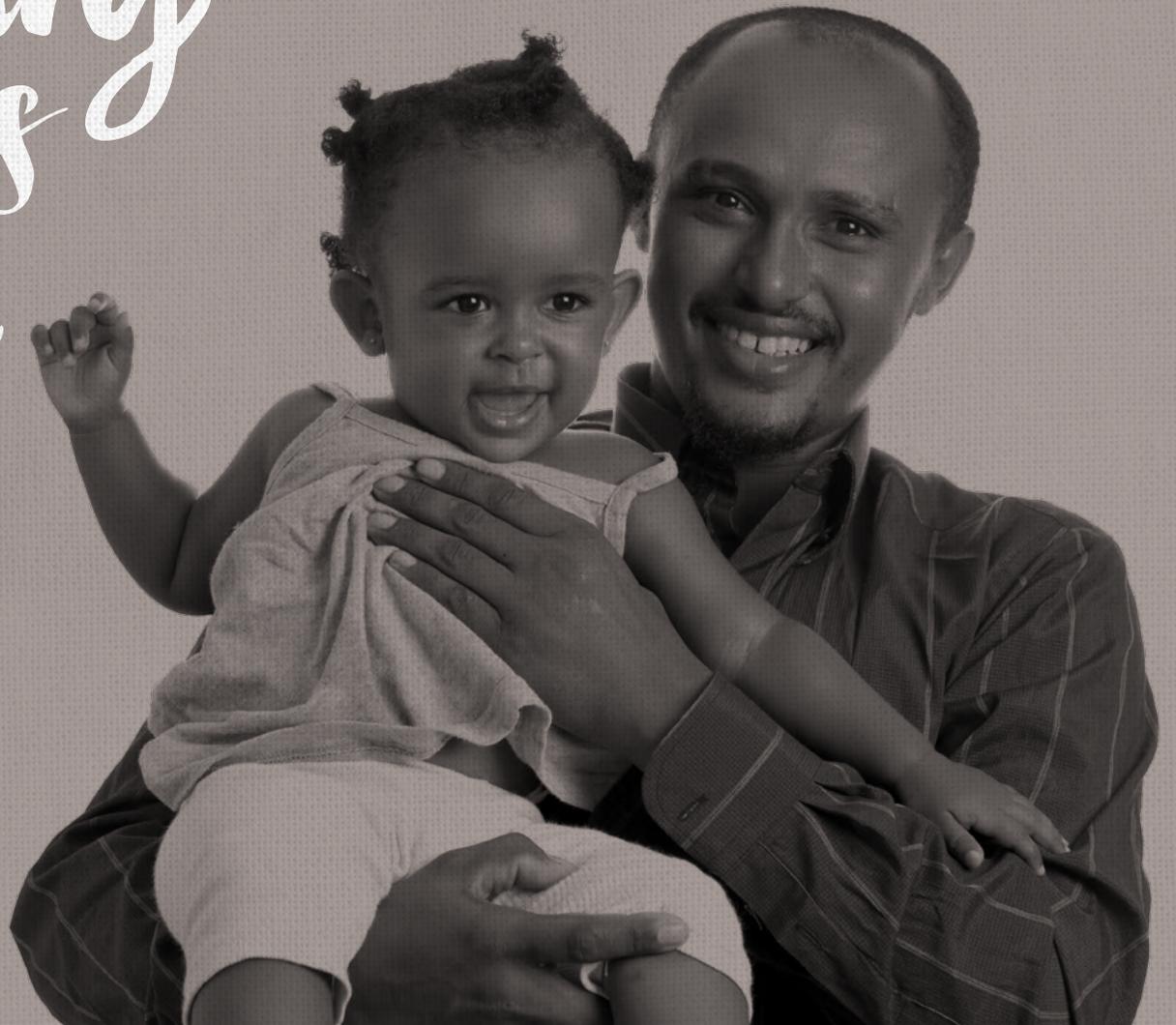


In May 2018, people on Centrelink incomes could not afford to rent any rental properties available in Melbourne.



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.

Sanctuary & Houses of Hope

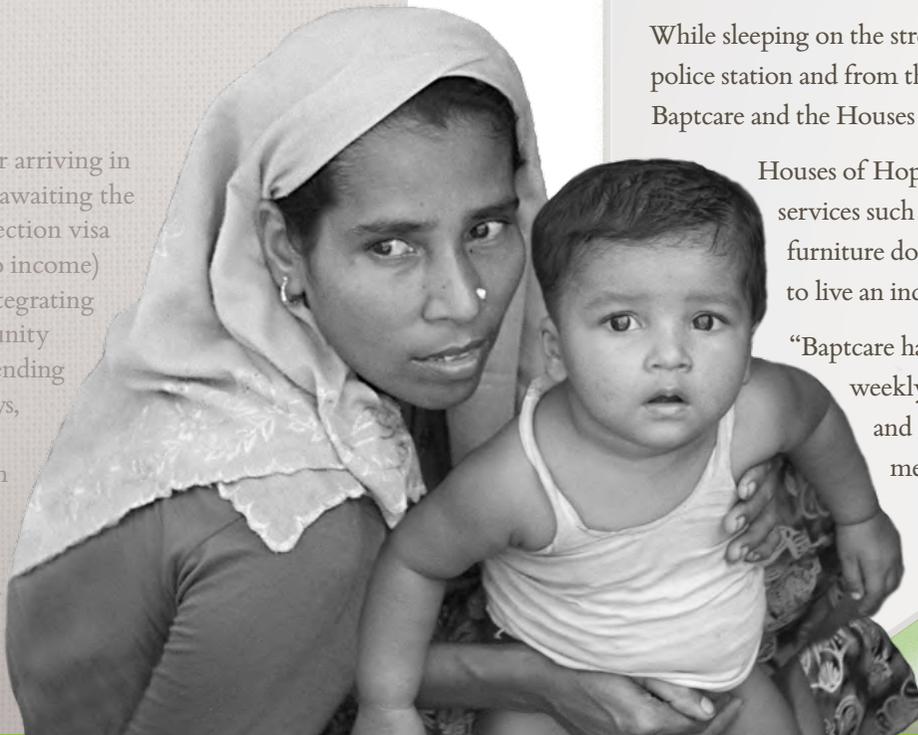


HOPE THROUGH HOUSING

YASMINE'S STORY*

Today, five years after arriving in Australia, Yasmine is awaiting the outcome of her protection visa (and as a result has no income) and is successfully integrating into the local community with her son now attending primary school. She says, "having a house and somewhere to stay with my son has given me much hope."

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



Yasmine was expecting her first baby when she decided to flee from her home in Myanmar to escape widespread violence, murder and rape.*

After months of travel, she and her three-month-old son arrived in Australia with nothing and they found themselves homeless.

"After a harrowing journey across Malaysia and Indonesia, it took three months to arrive in Australia. We often had no food or water and occupied spaces with no air like containers, trucks and fishing boats with tarpaulins. Once we travelled on a bus for a week and weren't allowed to leave our seats unless we needed to use the on-board toilet. We feared for our lives and at every stage of the journey we had to pay more money. We spent all our savings," said Yasmine.

While sleeping on the streets with her son, a total stranger in Melbourne took them to a police station and from there she was referred to the Red Cross. Eventually she reached Baptcare and the Houses of Hope project.

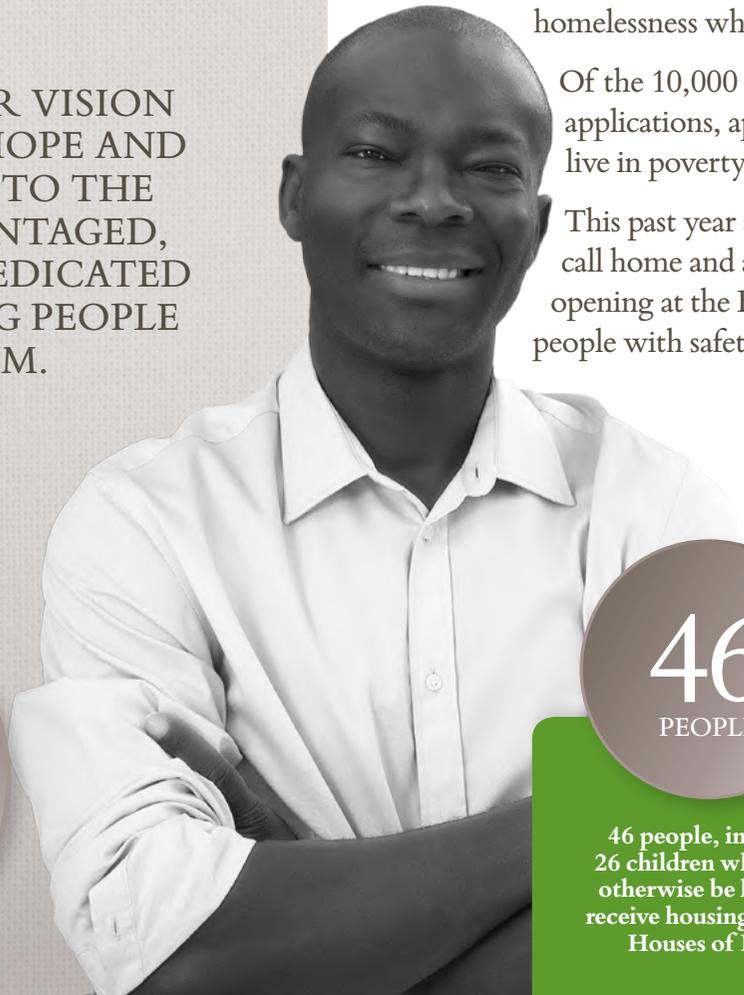
Houses of Hope provided Yasmine with accommodation and access to support services such as English classes, social support, employment, food bank and furniture donations to help empower her and provide her with an opportunity to live an independent life in the Australian community.

"Baptcare has provided me with a caseworker and a volunteer who sees me weekly and helps with going to my appointments. They also provide food and food vouchers. Baptcare helped me with so many things and gave me hope that one day I would feel like this is our home."



SANCTUARY & HOUSES OF HOPE

AS PART OF OUR VISION OF BRINGING HOPE AND OPPORTUNITY TO THE MOST DISADVANTAGED, BAPTCARE IS 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.

This has continued to provide much needed support for people who have experienced homelessness while seeking asylum.

Of the 10,000 people seeking asylum in Victoria waiting for an outcome on their visa applications, approximately 3,000 are not eligible for income support and the majority live in poverty.

This past year an additional two people experiencing homelessness now have a place to call home and are able to access emotional and spiritual support with two more rooms opening at the Brunswick site. The Sanctuary program now provides a total of 124 people with safety, opportunity and a fair go.



46 people, including 26 children who would otherwise be homeless receive housing at our 11 Houses of Hope.



78 people including a family of four are housed at our Sanctuary facilities in Brunswick and Preston.



A record \$110,000 was raised for Baptcare's annual CHT Architect's Charity Golf Day, which is used towards supporting people seeking asylum, in the hope of improving their quality of life.

Pastoral Care



ART NOURISHES THE SOUL

GEOFF'S STORY

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



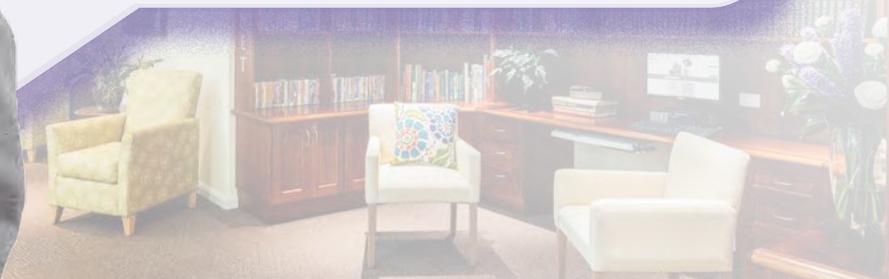
As a form of therapy, art can be therapeutic and encourages self-growth through the creative process.

The recent introduction of art classes at Baptcare St Hilary's aged care community, has facilitated meaningful conversations among residents and nourished their soul.

Since the launch of the art program, the sessions have focused on diverse topics including a theme around 'family'. Dot-painting was also recently introduced to create a smooth, rhythmic motion of paint to paper during this session, and has allowed the residents to explore what the themes mean to them.

The art classes were the brain-child of Baptcare Chaplain, Geoff Campbell who had long wanted to create a space where residents could explore the forms and mediums of art. "The residents allowed colour and form to speak to them about their [own] lives and how they had influenced the many people in their lives," said Geoff.

Despite feeling quite anxious and distracted before her first session, one resident noted that after just a brief time of painting she felt relaxed and at peace. Geoff said the classes were a way for residents to access their own story and rather than focus on being artists, the residents could explore themselves in an alternate way. "The participants need not be 'artists' but willing to see the blank paper before them as a window into their inner selves," he said.



PASTORAL CARE

PASTORAL AND SPIRITUAL CARE IS AN EXTENSION OF BAPTCARE'S MISSION IN ACTION.



Baptcare's pastoral care program is an extension of our mission in action and ensures a deeply personal connection with one another is at the core of our services.

Passionate and experienced Chaplains and Pastoral Carers, like Geoff, work across our services in Victoria and Tasmania, including aged care, with families and children and with people seeking asylum.



Research & Advocacy



RESEARCH & ADVOCACY

A BROAD RANGE
OF RESEARCH
PROJECTS
WERE DELIVERED
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.

Family violence in kinship care in Victoria

This is the first study that has examined family violence within the context of kinship care. Findings have informed our advocacy approach, with the issue firmly positioned in the public domain by way of dissemination through multiple local and international conferences, media coverage, three publications in the Children's Australia journal and policy development.

Evaluation of the Memory Support Unit at Wyndham Lodge

Findings demonstrated that staff, family members and residents have embraced the innovative model of care for residents living with dementia and are highly committed to its vision and success. Our approach to consistent and personalised care promotes independence, wellbeing and increased quality of life for people living with early to middle stage dementia.

Outcomes measurement

We continued to use our Quality of Life Framework to measure social impact. Data obtained through the use of the framework provides a basis for program development, evaluation and continuous improvement in real time, while providing an evidence-base for advocating for client outcomes in areas of most need.

RESEARCH & ADVOCACY

A BROAD RANGE
OF RESEARCH
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THIS YEAR



Micare

As a part of our commitment to demonstrating the efficacy of our programs, Baptcare partnered with the Monash Centre for Health Research Implementation (Monash University) to undertake an evaluation of our Micare program in Tasmania. Findings showed Micare is a promising, evidence-based mental health intervention that leads to robust, significant differences in key mental health outcomes.

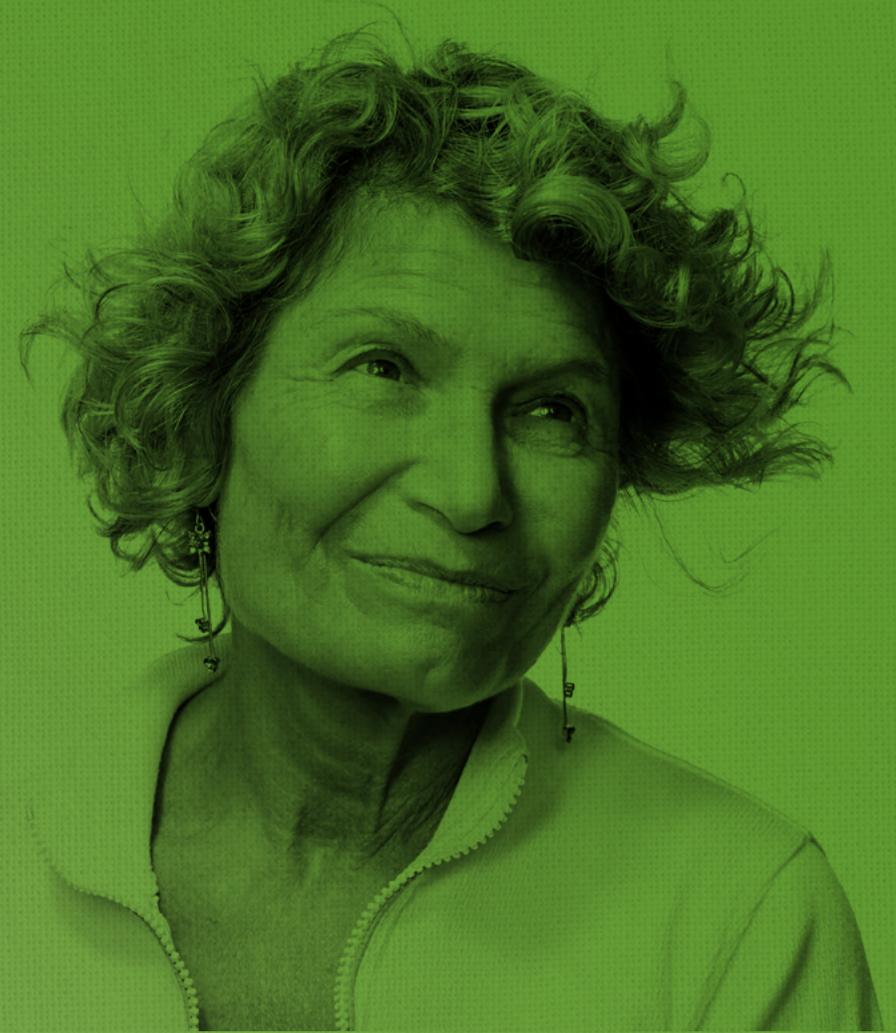
Occupational Violence in Residential Aged Care

The aim of this project is to measure the extent to which occupational violence is occurring within our residential aged care facilities, understanding its antecedents and the impact for staff working in these facilities. The results of this study will inform future actions and enable us to proactively plan all work activities to ensure our staff and clients live, transact and work in an environment free of violence.

Social policy

During 2017/2018, Baptcare released 10 social policy papers targeting key policy in areas of interest to our customers, the Government, the church and Australian society that reflect the diversity of our services and our mission to people of all beliefs, ages, cultures and circumstances. This policy foundation ensures equality of access to our services, guides our services in specific improvement and are a voice for those who are vulnerable and on the margins.

Looking
ahead



LOOKING AHEAD

FOCUS WILL BE ON
AN INCREASE IN
HOME HELP SERVICES;
NEW RETIREMENT
LIVING UNITS &
AFFORDABLE HOUSING
COMMUNITIES;
AND ESTABLISHING
A FOSTER CARE
PROGRAM IN
TASMANIA



The year ahead will see two new communities open, *Baptcare Coasthaven Community in Norlane* and *Baptcare Wattle Grove Community in Lalor* which will eventually become home to 210 residents collectively.

Focus will be on an increase in Home Help services, new retirement living units and affordable housing communities, establishing a foster care program in Tasmania to be operational by 2019, as well as safety and wellbeing.

From a Board perspective, Board Chair Robina Bradley aims to focus her time on ensuring governance, processes and teams have the skills and knowledge to support the organisation's strategic direction and delights in the opportunities to grow across the sector, to bring new directors into Baptcare and to continue to provide services to those from a missional perspective.

"I want to ensure we are a healthy organisation, with the right people asking the right questions to ensure that.

Ultimately, for our customers, I want to make sure our strategy is consistent with our mission to bring fullness of life, so that regardless of who you are and where you come from, that we will provide the best of care and find a place for you that is home."

— Robina Bradley,
Baptcare Board Chair



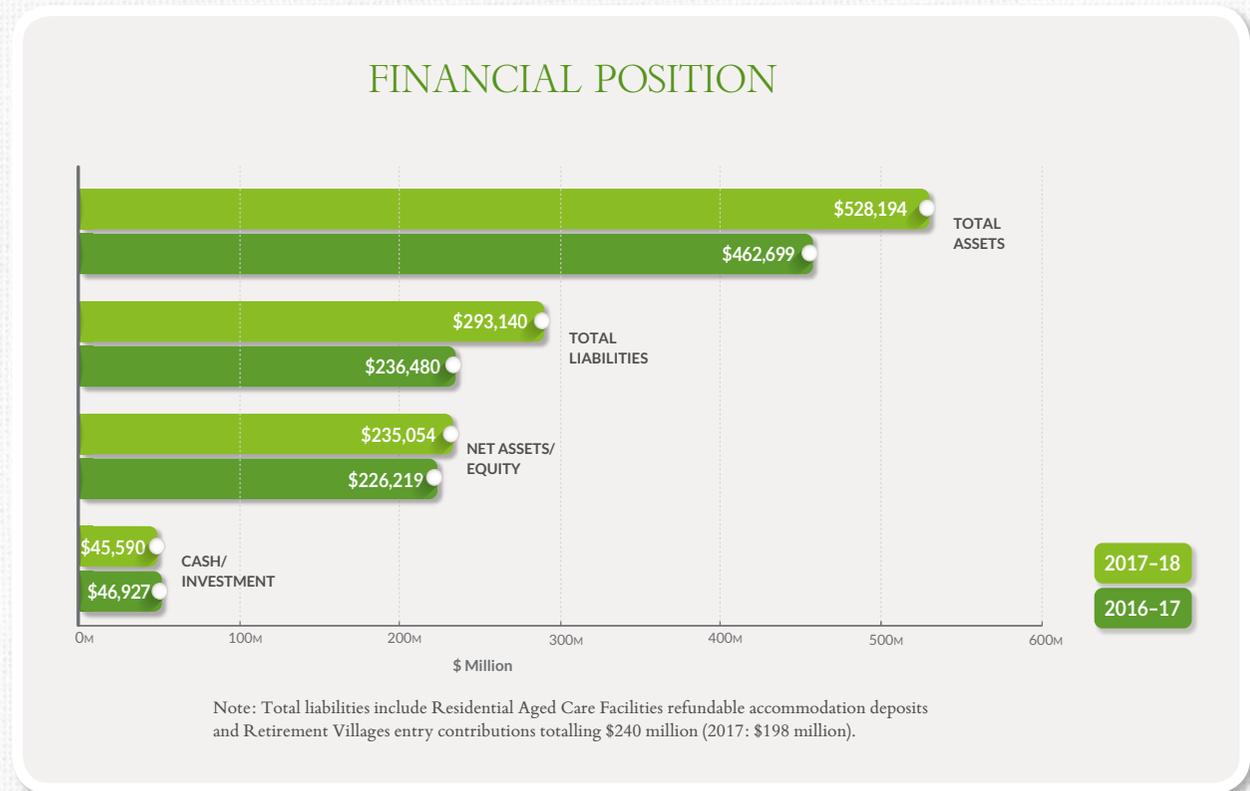
Financial Details 2017-18

FINANCIAL POSITION

TOTAL ASSETS THIS YEAR WAS \$528.2M. AN INCREASE OF \$65.5M FROM THE PREVIOUS FINANCIAL YEAR

CASH / INVESTMENT OF \$45.6M A DECREASE OF \$1.3M FROM THE PREVIOUS FINANCIAL YEAR

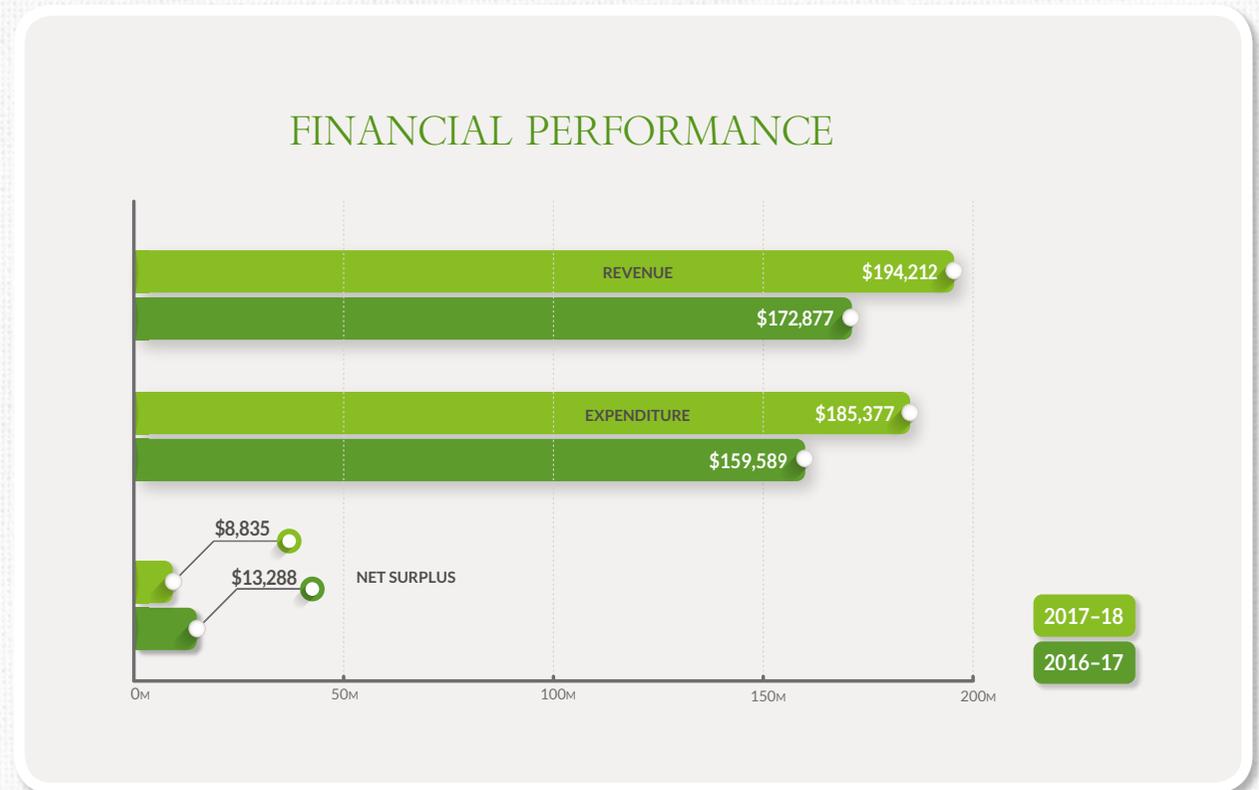
In order to sustain its contribution to society as a social enterprise, achieve the Board’s five year investment and development strategy, and to continue to provide for the future replacement of operating assets, it is critical that Baptcare makes strong cash surpluses. Baptcare remains in a very strong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



FINANCIAL PERFORMANCE

A NET SURPLUS OF \$8.84M WAS GENERATED. A STRONG CASH POSITION OF \$7.7M WAS ALSO ACHIEVED

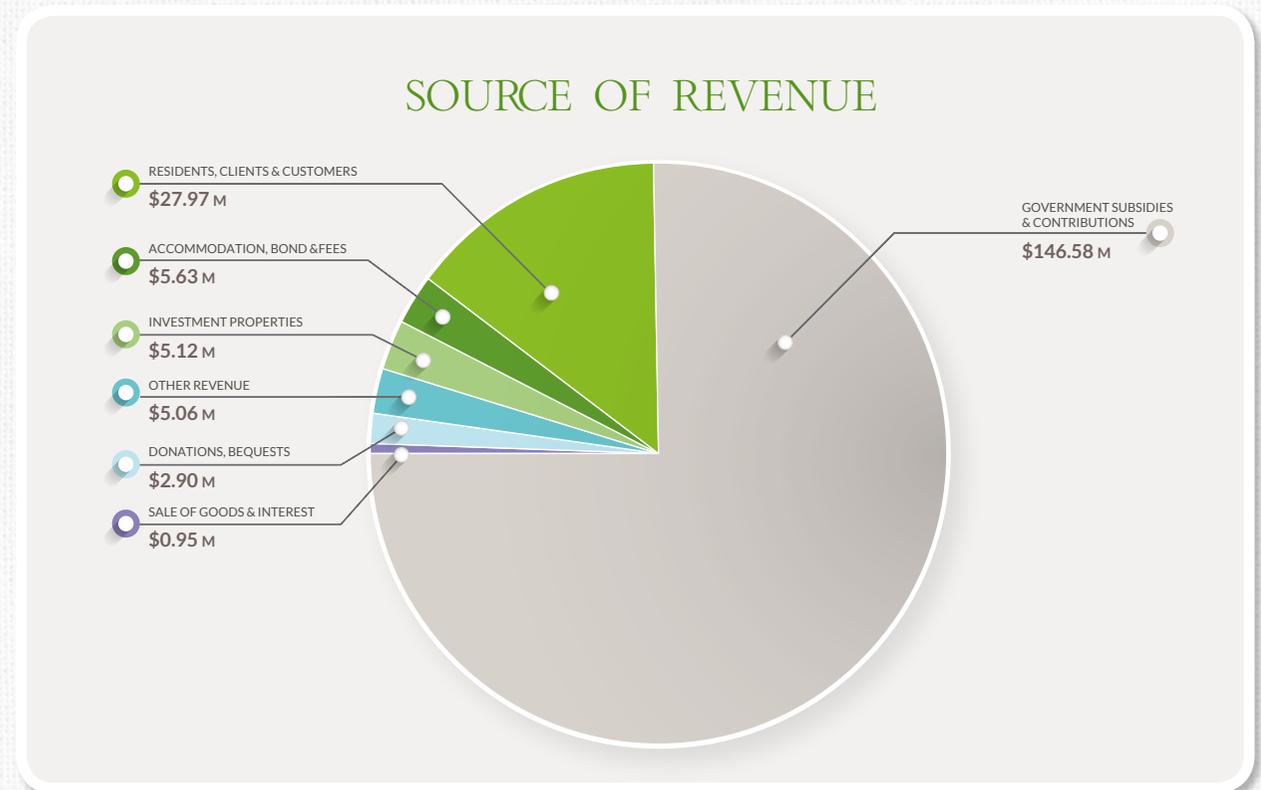
THIS YEAR OUR OPERATING REVENUE INCREASED BY 12.1 PERCENT ON THE PREVIOUS YEAR TO \$194.2 MILLION



SOURCE OF REVENUE

THE MAIN SOURCE OF REVENUE \$146.58M WAS PROVIDED BY GOVERNMENT SUBSIDIES & CONTRIBUTIONS.

RESIDENTS & CUSTOMERS PROVIDED \$27.97M IN REVENUE



*Thank
you!*

ACKNOWLEDGEMENT & APPRECIATION

NONE OF THE WORK WE DID IN THE COMMUNITY THIS YEAR WOULD BE POSSIBLE WITHOUT OUR AMAZING STAFF AND VOLUNTEERS AND THE INCREDIBLE SUPPORT WE RECEIVE FROM THE BAPTIST UNION OF VICTORIA, OUR GENEROUS DONORS AND PARTNERS.



the best of care

Get involved.

[Donate here today.](#)

baptcare.org.au



the best of care

Baptcare