

About

Summer 2013 | www.baptcare.org.au





Message from the Chief Executive



As I reflect on our purpose and the outcomes Baptcare is striving for, one of the great biblical measures is the Fruits of the Spirit; love, joy, peace, patience, kindness, gentleness and self-control. These are the behaviours that demonstrate a balance of mission and ministry and indicate genuine investment and cooperation from all involved. Our staff, residents, clients and volunteers often display these fruits.

We recognise that we cannot achieve all that we have set out to do alone, and in fact, it is a biblical principle that we operate in community and in relationship with one another. By working in cooperation and collaboration with our staff, volunteers, residents, clients, their families and loved ones, we will achieve the best outcomes for those whom we seek to care for.

In 2014 the Baptist Union of Victoria is calling all of us to realise that we are "better together". For us, the rapid change in two of the major sectors we are involved with; disability and aged care, calls this out of us. In order to thrive in this changing environment, we will be required to work together well. We can achieve unity of purpose and outcome by celebrating our differences, drawing together our unique skills and expertise and learning together. We will know if we have done this well through the evidence of the Fruits of the Spirit.

Blessings this Christmas season and best wishes for a peace filled New Year.

Graham Dangerfield
Chief Executive



Our cover artist is community aged care client, Aunty Jean Mason. Her painting represents how she values Baptcare's support to clients in the community, more on page 4.

Baptcare's Mission

Excellence in Christian care for individuals, families and the community.

Baptcare's Vision

Caring communities for all.

Baptcare's Values

Respect: We value the inherent dignity and equality of all people, regardless of their circumstances.

Justice: We value equality of opportunity and consistency of outcome for all.

Commitment: We value dedication to meeting the challenges of our mission.

Integrity: We value consistency between word and deed.

Accountability: We value the acceptance of personal responsibility.

Co-operation: We value working together toward our goals.

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Future thinking present care

Baptcare's 2013–2018 strategic plan is entitled 'Future Thinking, Present Care' which Chief Executive Graham Dangerfield says highlights the importance we place on planning for the future, without compromising our focus on providing quality care for our clients and residents.

Baptcare's Corporate Development department combines forecasts of population growth and demographics, with research into people's preferences and expectations, to recommend what services will be required in the future. Aged care has come a long way since the first nursing homes which were often old hospitals, complete with six bed wards and shared bathrooms. Today, Baptcare's aged care homes are responding to consumer demand by transforming into single room accommodation with private ensuite. It's not only the 'bricks and mortar' that transform, but the services we provide that support people as individuals such as dining, pastoral care, therapies and activities.

Future Customers

The baby boomers, born between 1946 and 1965, are the future customers of aged care, both as decision makers and future customers themselves. The baby boomer generation will redefine the retirement phase of life over the next decade and beyond, and their expectations of services and facilities will be different to that of preceding generations. Neil Dickson, General Manager of Corporate Development says, "The literature about boomers suggests that they are a generation with unique attitudes and higher expectations of lifestyle and service provision than any previous generation."

Future Dementia Care

Baptcare already supports a rising number of individuals with dementia, and this trend is going to continue. While dementia care is already a core part of our business, we are ensuring Baptcare stays conversant with research and developments.

Some of the key elements of care suggested by Alzheimer's Australia that is part of Baptcare's future planning include:

- Accurate and detailed ongoing assessment for development of tailored care plans;
- Staff selection, training and education;
- Individualised, flexible care;
- Appropriate and interesting activities; and
- Well-designed physical environments.

Baptcare Wyndham Lodge Community

Baptcare Wyndham Lodge Community in Werribee is about to transform from a 60 bed home with a number of shared rooms, to 150 private rooms with ensuite over 4 storeys. Each floor becomes its own smaller community with a dining room, activity room and garden. There are a number of small multipurpose rooms that can be used for family visits or small group activities. The foyer is planned to reflect a 'high street' environment with store fronts for the hairdresser, kiosk and nurses station. Operations at Wyndham Lodge have now been wound down to only 30 residents in a building that is remaining, the new building is planned to open in late 2015.

Baptcare Strathalan Community and Baptcare Templestowe Orchards Community

Wellness facilities and community hubs form the focal point for developments planned at Baptcare Strathalan Community in Macleod and Baptcare Templestowe Orchards Community in Doncaster East.

These projects will enable residents to remain in place while living independently, as time goes on and needs change they can receive Baptcare home care packages into units and apartments, and if required high quality care can be provided in an aged care facility with priority access for existing community residents. They will have access to a range of services on-site such as cafes, allied health and gymnasium. Some of these facilities will be open to people from outside the community, encouraging visitors and flow through the neighbourhood.

Pictured below: artist's impression of the planned Baptcare Wyndham Lodge Community





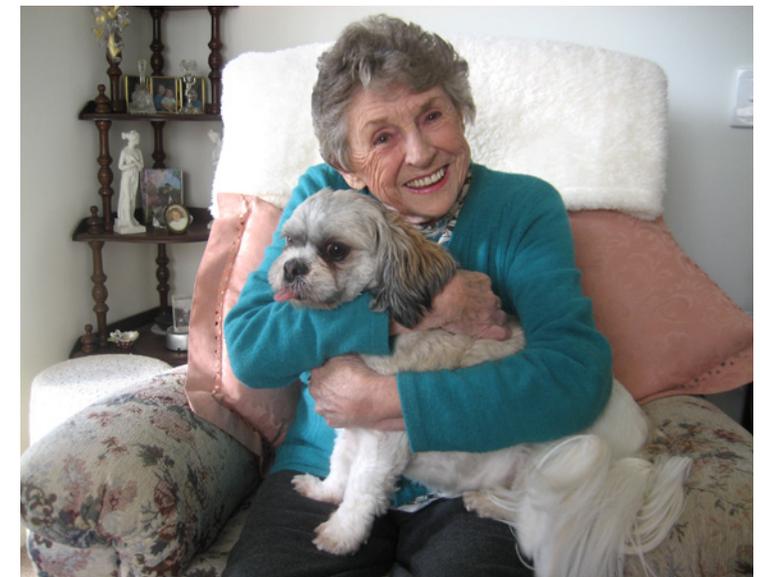
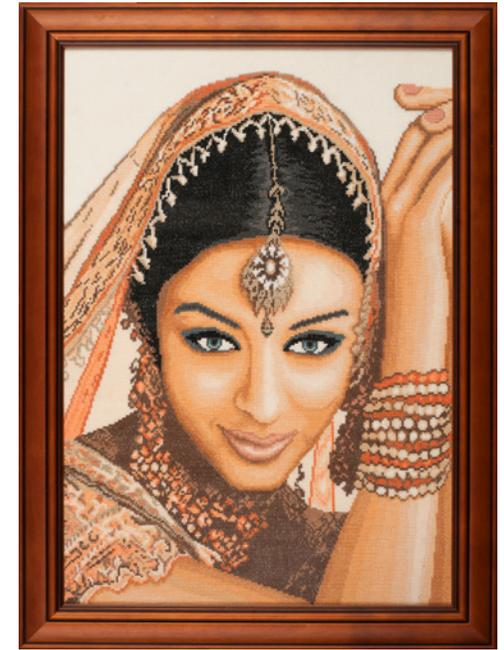
Baptcare's talented aged care clients contribute to the 2014 Calendar

Due to popular demand Baptcare created the Baptcare Aged Care Calendar for a second year in a row. The calendar features a total of 13 photographs and artwork from our aged care residents and clients. This year's calendar highlights a range of talents, including the creation of Indigenous tools, cross stitch, doll making, painting and photography.

This year's cover artist is Aunty Jean Mason and this is the second time her art has been featured. This painting was gifted to the office of Baptcare Western Metropolitan Community Packages and represents how she values Baptcare's support to clients in the community.

The centre of the painting is Baptcare staff. The lines represent how our staff are connected to the clients in the community by the services we provide. The top-left circle represents the clients in the community, the bottom-left circle is group activities, the bottom circle is Baptcare working together with the client, the bottom-right is pastoral care support, top-right are clients happy and dancing after receiving the support. The gum leaves with blossoms represent medicine which could have been used in smoking ceremonies in past times. The lines on the side represent feelings of the people we work with.

Pictured right (clockwise from top left): tools by Baptcare Gippsland Community Packages client Dennis Seymour; a cross stitch piece by Baptcare Gippsland Community Packages client Pauline Kirschner; Baptcare Eastern Metropolitan Community Packages client Kate Ziedaitis with Pink the dog; a quilt created by Baptcare Orana clients.



Eight Better Practice Awards in three years

Baptcare has been recognised with two of this year's 38 Better Practice Awards. The Better Practice Awards, presented by the Aged Care Standards and Accreditation Agency, recognise quality improvement and better practice in aged care. They promote the aged care industry's high achievers, and also serve to encourage improvement and innovation by not only rewarding these new ideas but encouraging these to be shared throughout the industry.

Baptcare has won eight Better Practice Awards in the last three years for quality programs initiated by our staff that improves outcomes for our residents. No other provider has this record.

This year, Baptcare Karingal was awarded one in the Resident Lifestyle category for "People's Stories". This project encouraged residents to reflect on their personal experiences, including moving into, then living and coping with life in an aged care home. At Baptcare Karingal Community, volunteer Shana Rowe

has been a catalyst for those willing to participate, giving them an opportunity to talk about what truly matters to them.

Baptcare Westhaven Community won an Innovation award for "Caring for People from Asian Communities". Staff recognised that Westhaven is part of a larger multicultural community and asked if they were doing enough to cater for the specific needs of their Asian communities. They began consulting with community groups and the Centre for Cultural Diversity and Ageing and established a specific focus on social engagement, environment, community, language, recruitment and food.

Michael Wilson, Baptcare General Manager Aged Care, said: "We are proud to acknowledge the success of these programs as it demonstrates Baptcare's mission and commitment to excellence in care and innovative and inspiring program delivery."



Pictured left: Baptcare's General Manager Aged Care Operations Michael Wilson and valued volunteer Shana Rowe.

Rotary Recycling



Hospitals in East Timor and Papua New Guinea will have 'new' beds and equipment courtesy of the Baptcare Wyndham Lodge redevelopment. In recent years, all beds purchased by Baptcare have electronic height adjustment. Older beds were manually adjusted, which is an advantage in developing countries with areas with limited electricity.

Rotary InKind, collects items for health and education projects in developing countries. These are stored at a facility in Footscray before containers are filled according to particular needs. Other popular items from Wyndham Lodge include over-bed tables, walking frames and wheelchairs. Baptcare staff are thrilled that these items can be reused, and that more people can utilise this equipment to aid their own independence.

If you or your business can support Rotary InKind with in-kind donations for health or education projects visit www.rotarydik.org.



Tasmanian prayer breakfast

In November the annual Tasmanian Parliamentary Prayer Breakfast was held. This event seeks to network Christian leaders and others to build vision, hope and cooperation that give a future for the young people of Tasmania. It is an opportunity for the leaders of the community to put aside their differences, listen to God and those around them so that the resources that Tasmania has to offer can be released.

Baptcare's Mary D'Elia, State Operations Manager Family and Community Services, was asked to offer a prayer for children, young people and family. Fellow staff member Michael McKenna assisted in writing the prayer. Mary delivered the prayer with a clear heart and the impact of their combined thoughts and reflections was evident in the room. Many present on the day have shared that they connected deeply with the intent of the prayer.



Prayer for children, young people and family

Lord God, we give thanks for your immense gift of the 'Family'.

That the love between two people might manifest itself in one of the greatest expressions of hope, namely children, is testimony to the life giving power of love. May we never lose sight of the significance in our community of families, or the power of love.

Help us support families to welcome new life, even in the most difficult of circumstances. May those of us who engage with vulnerable children, young people and families be sustained in our efforts to comfort, uphold and strengthen parents, enabling them as mothers and fathers to keep their children safe.

We thank you for all those who work to build and maintain safe and loving communities, founded on the principles of social justice. Bless their work so that they may empower families to overcome disadvantage, homelessness, poverty and the threat of violence, and meet the challenges of living with disability.

We pray for those who are in despair, for those who are neglected or abused, and those for whom the journey seems almost too difficult to continue. Grant them comfort and hope, and gift those who would care for them, the capacity to listen respectfully to their pain, and the wisdom to know when, and how best to respond to their needs.

Christmas will soon be upon us and we will once again celebrate the birth of Jesus. Thank you for the example of the Holy family. Scripture tells us that they too experienced the challenges of homelessness, the threat of violence and the search for asylum.

The families we work with every day struggle to manage the basics of daily life. May they be blessed this Christmas with joy and safety that flows throughout the year. We pray that because of this, vulnerable children, young people and families may be filled with hope.

In you we trust, and so it is to you we pray.
Amen



Baptcare's Green Future Vision

Future vision present care, extends beyond caring for people to caring for the environment in which we live. To enable this future vision Baptcare established a Sustainability Officer role in 2011 to ensure that future projects are created sustainably, and to explore opportunities to retrofit environmentally friendly solutions.

Baptcare's success in this area was recognised in November when Baptcare won the CitySwitch Green Office National Award (office under 2000m²) for our work in the area of environmental sustainability.

Finalists are judged based on the outcomes of the top three sustainability projects they implemented in 2013, and the extent to which the organisation has engaged in the CitySwitch program. Baptcare's top three projects were:

Energy efficient lighting upgrades at Central and Ringwood

- In June 2013 Baptcare implemented efficient lighting upgrades at Central Office Camberwell and Eastern Metropolitan Office in Ringwood.

- 531 fittings were upgraded across both sites
- These lighting upgrades are projected to save 221 tonnes of greenhouse gas emissions over the working life and \$5,800 per annum.

Waste and recycling at Ringwood

- Baptcare implemented a new waste and recycling system at Ringwood, which includes comingled recycling and organic waste recycling
- The new and improved recycling system is projected to improve recycling rates by 30% and reduce waste to landfill by 1 tonne per year
- This project was notable for the extent to which Baptcare engaged with staff, cleaners, and neighbouring tenants to improve recycling systems and practices.

Water efficient shower upgrade at Sanctuary Preston

- Baptcare participated in a program run through CitySwitch involving students from RMIT university. Students were required to undertake a sustainability assessment of a site and produce a report which recommends and quantifies a range of sustainability opportunities.
- The aim of the program was to provide students with opportunities for 'real-world experience' in order to develop their knowledge and capabilities about sustainability in practice.
- As a results of their assessment, an opportunity was identified to save significant amounts of water by installing efficient shower heads. New showerheads were installed in September 2013. The new shower heads are projected to save 795,000 litres of water and \$3,800 per annum.



Pictured left: Baptcare's General Manager Mission Development, Olivia MacLean, Sustainability Coordinator Liam Henderson and Development Coordinator Ben Cribb.

Contemplation corner

Building new facilities with bricks and mortar symbolises the love and commitment that has enabled the initial setting up of such services in communities who deeply care for the vulnerable in their midst.

Here we have the direct expression of Jesus' example and teachings, to reach out to the vulnerable and create a welcoming space – whether that be a place, or relationship.

In Baptcare's facilities this continues to happen as we hear repeatedly of the sense of welcome and home that residents, clients, family and friends experience when they enter Baptcare's 'bricks and mortar' and engage with staff.

So Baptcare continues to build for the future not only in bricks and mortar, but with the vision and commitment of our leadership and our amazing, compassionate and professional staff. In this future we are assured of the Light always with us as we build, the Light which we especially think of this Christmas season that "shines in the darkness", the light that shines forth from the holy infant whose "life was the light of the human race..." (John 1:4-5).

Pray for...

- Potential foster carers who are considering sharing their homes with needy children.
- People seeking safety in Australia as they flee persecution.

Give thanks for...

- The people working on ensuring a positive future for Baptcare and the people we work for (page 3).
- The talents our residents and clients have and are able to share with us (page 4).



“When I came to Sanctuary I was very low... this has all changed.”

—Saffa, Sanctuary resident

Yes! I will help Baptistcare support people like Safa.

Gift amount: \$27 \$50 \$100 \$190 \$

OR I would like to provide ongoing support of \$ per month until further notice via credit card (please provide credit card details to the right).

Mr Mrs Miss Ms Doctor Other

Name:

Address:

Phone: Email:

Please tick to receive Baptistcare's email newsletter.

Please send me information on:

Bequests In memoriam donations

Please remove me from your mailing list - I no longer wish to receive communications from Baptistcare.

We are struggling to keep these deserving men off the streets – will you help?

Australians are always wonderful in an emergency. If there is a house fire, neighbours rush to the rescue. If there is a flood or a bushfire, whole towns pitch in and work together. No one cares about religion or race or any other differences. Everyone goes that extra mile.

Well, right now at Baptistcare, we need crisis help.

Our Sanctuary program that gives asylum seekers a welcome place to stay, needs financial support. Can you please stand by us?

The men we provide a bed for, are living in Australia legally. If our program does not continue they could be on the streets. This is not a matter of government policy. It is simply reaching out to human beings who deserve better.

A gentleman named Saffa is a trained chef whose home was in Iran where he suffered persecution and torture. He served his time in detention in Australia but he gets no pension or government assistance of any sort.

When Saffa arrived in Melbourne he slept on the streets. Baptistcare Sanctuary took him in and gave him new hope.

Now he has been granted asylum. He has been able to get a job and is supporting himself. Baptistcare Sanctuary gave him the start he needed. But Saffa is just one person.

Over the years since we opened in 2008, Sanctuary has provided temporary shelter for 290 people with no government funding. Right now we have 28 people in Brunswick and 44 in Preston. Each one with his own story. Each one deserving a fair go. If we can't keep Sanctuary going, all these people may well be on the streets.

It does not take much to make a real difference:

- \$27 provides a bed for a night
\$50 provides a voucher for personal care items
\$100 provides food for a week
\$190 provides accommodation for a week.

This Christmas, we desperately need your help to keep Sanctuary open. Will you consider giving a donation? All you have to do is complete and return the attached Form or simply go online to give at www.baptcare.org.au. More than anything else, Christmas is a time for giving where help is needed, and nothing is needed more than providing a bed for a fellow human being.

Payment by: Mastercard Visa

Cheque (make payable to Baptistcare)

Card number:

Grid of boxes for card number entry.

Expiry date: /

Name on card:

Signature:

Send to: The Fundraising Coordinator, Baptistcare, PO Box 230, Hawthorn VIC 3122. OR phone 03 9831 7222.

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