

About

Summer 2014 | www.baptcare.org.au





Message from the Chief Executive



As the year draws to an end it is an appropriate time to reflect on our achievements and where we are heading. 2014 has been an important year in Baptcare's ongoing work to connect with others in a meaningful and truly supportive way where we see need.

It has been a year of transition for Baptcare and for the sectors in which we operate. We have been able to establish many of the building blocks that will provide the foundation for our future. From implementation of the Federal Government's Living Longer, Living Better aged care reforms through to our co-lead in the National Disability Insurance Scheme pilot in Tasmania and to the formal establishment of Baptcare Affordable Housing as a separate business, change and transition have touched every corner of our operations.

As we approach our 70th year, we provide expert services across an ever-growing range of programs. We can be proud of our achievements.

To better understand the breadth of our work I encourage you to read the recently launched 2013–2014 Baptcare Annual Report available at www.baptcare.org.au. To view a series of short videos that capture the essence of some of our key achievements you can also visit Baptcare's YouTube channel at www.youtube.com/user/BaptcareLtd.



Pictured on our cover: Foster carer Mary-Jo Fish with her son David.

In this issue of About we only scratch the surface of the recent significant work being done across Baptcare's communities, teams, volunteers and supporters. The work can be challenging and difficult as we sometimes face some of the most complex issues facing our society. However our efforts brings change, comfort and joy into the lives of our thousands of people across Victoria and Tasmania. The effects also ripple through our clients' families and communities.

In these pages you can read how we are giving a voice to vulnerable children and their kinship carers facing so many challenges through the recent launch of important Baptcare research. Also included are stories featuring a number of awards recently received across our many services. These include an award for the Home-Start program in Bendigo and Better Practice Award from the Australian Aged Care Quality Agency. These awards highlight just some of the Baptcare programs and service improvements that make a real difference to the quality of our client's and their families lives.

I would like to take this opportunity to thank all of you within our Baptcare community for your energy, commitment and support, and to wish you and your loved ones a safe and peaceful Christmas.

Graham Dangerfield
Chief Executive

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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Baptcare's Home-Start program wins Business Excellence Award

Baptcare Bendigo Home-Start program recently won the award for not-for-profit/community service organisation of the year in the 2014 Powercor Bendigo Business Awards.

Winning the award is a significant achievement and highlights the valuable contribution that Baptcare's Jane Worthington, Home-Start Coordinator, and the 32 volunteers make in the Bendigo community.

The program was established in 2008 to help socially isolated families facing difficult circumstances to draw on the valuable experience of others in the community. It connects volunteers to families, based on the specific needs of the families and the strengths of the volunteers.

In the past year, Baptcare Bendigo Home-Start provided in-home support to 39 families in the greater Bendigo area, with 114 children benefitting from this unique service. It harnessed over 5,000 hours of volunteer support and mentorship for families to help build their skills and confidence, connect with their local community and services, and provide a stronger start for their children.

Trained Home-Start volunteers visit families for two hours a week to talk, listen and help. It is highly personalised support: some parents benefit from a trusted person to talk to; some find that an extra pair of hands and a consistent positive presence in their

lives helps them keep on track – for example with important milestone appointments for their children.

Home-Start is available to families for as long as they have a pre-school aged children. The average time that families spend in the program is 18 months, with some families participating for a number of years.

For more information on Home-Start contact Jane Worthington, Bendigo Baptcare Co-ordinator 03 5441 1047.



Pictured above: Baptcare received the award at a gala dinner.

Baptcare wins second CitySwitch Award



Pictured above: Baptcare Sustainability Coordinator Liam Henderson with City of Melbourne Councillor, Aaron Wood at awards.

Baptcare won the City of Melbourne's CitySwitch Green Office Award for the second year in a row.

Baptcare was awarded for the energy efficiency projects implemented at our Geelong, Morwell, and Korumburra Community Aged Care offices where 139 fluorescent tubes were upgraded to LED tubes, saving over 57,000 kWh, and the office fit-out

completed at Bundoora. Overall Baptcare have saved 80 tonnes of CO₂ through these projects!

Congratulations to Liam Henderson, Baptcare Sustainability Coordinator and to the Baptcare Community Aged Care teams who assisted on these projects to help ensure our offices are green.



WINNER

Not for profit & Community Service Organisation



ROTARY CLUB OF
BENDIGO SANDHURST



Sharing Christmas cheer with families

Thanks to the generous support of sponsors, and the hard work of Baptcare staff and volunteers, the 2014 Baptcare Children's Christmas party will provide a great day for families from the Western Metropolitan region of Melbourne, including Brimbank, Maribyrnong, Melton, Moonee Valley and Wyndham. The annual event attracts approximately 300 Baptcare Family and Community Services clients each year.

At the time of going to press a BBQ feast was being planned, entertainment and games organised, hundreds of gift bags being packed, and Santa lined up for the day and practising his 'Ho, Ho, Ho'.

The event is a highlight on the Baptcare calendar, giving Baptcare Family and Community Services staff and supporters a chance to share Christmas festivities with the wonderful families and beautiful children that it provides services to.

It's also a chance to reflect on how the combined focus of staff, volunteers, community and business partners during the year has helped to bring about positive changes in the lives of many families in our community throughout 2014.

Baptcare would like to acknowledge the generous support of sponsors of the 2014 Baptcare Children's Christmas Party.

Sponsors



Thank you for your kind support of our homeless project

Our Spring Appeal featured Jacko's story. He's a real character, loves a joke and lights up the Brunswick drop-in centre.

Jacko is just one of many people facing homelessness who attend the Baptcare health clinic once a month.

When someone finds themselves homeless – even unexpectedly, or for the first time – the road back to reliable housing is ten times as hard.

Baptcare has the power to make that journey back home easier, by giving something that's powerfully simple: a nurse named Mel.

Like many of the men, women and children who come to our Homeless Project, Jacko has been very grateful to have Mel's care over the years.

"Mel comes once a month. She's lovely. She loves my jokes! She loves coming here, and I like seeing her. She's a very good person and she helps a lot of people – even me." Jacko says.

Sometimes, they just have a chat about life. Relationships. Beliefs and faith.

The generosity of our dedicated supporters has allowed us to provide 285 health checks for people just like Jacko!

Thank you. Your support makes all the difference in the lives of people facing homelessness.

Jacko would like to say thank you too! "Thank you very much. I just want to say thank you to all the donors who support us and God willing Mel will be coming back here again. You are all wonderful!"





Orana celebrates 30 years in (eighties) style



On 3 December 2014 Baptcare Orana marked its 30th anniversary.

Over its 30-year history founders, staff and supporters have demonstrated an unwavering determination to provide much needed support to carers and families of the aged and frail in East Devonport and surrounding community.

Carers – often the unsung heroes in our midst – have a rewarding but exhausting job. Overnight respite and day programs give carers a rest and time to address their own needs, knowing that their loved one is safe, and happy in the company of others who care.

Those involved in Baptcare Orana's story of support since 1984 including founders, staff, clients, families and supporters gathered for a luncheon, music, fun, and leg warmers – those attending were invited to come dressed in eighties style if they were brave enough!

Giving a voice to kids and kinship carers

Baptcare officially launched the research paper '*Peeling back the layers – kinship care in Victoria*' – *Complexity in Kinship Care Research Report* in October.

Kinship care is when a child is unable to stay with their parents, and lives with family or friends.

The research project was the culmination of months of work across Baptcare's Research Unit and Family and was a collaborative effort that involved a research partnership with community organisations Anchor and Ozchild.

With kinship care growing, and now the main form of out of home care in Victoria, the research shines a spotlight on an important area of care for children in the community that receives little attention and is largely misunderstood.

In measuring the range and impact of the complexity in statutory kinship care placements, the report found the intensity and breadth of issues facing carers and children is far greater than previously recognised. It also shows that the current approach to assessing kinship cases is not adequate.



Children and young people in the out of home care system have inevitably experienced trauma, grief and loss which impacts on all areas of their life and long term outcomes. Problems can include significant behavioural issues, development delays, and physical health issues for the children.

The main worries for their carers are conflict with birth parents, financial stress and access issues. Carers can experience the legal and government process as a complicated and chronic burden.

The launch was hosted by Baptcare in partnership with the Centre for Excellence in Child and Family Welfare at the Melbourne Town Hall and attended by more than one hundred people from across the sector.

The most powerful voices at the launch were those of carers who told of the challenges they have faced in loving and caring for the children in challenging circumstances, and a young woman who shared the story of how her grandparents love and care over the years had made such a difference in her traumatic life.

Attendees included members of the official party: Honourable Alastair Nicholson, Former Chief Justice Family Court of Australia, Bernie Geary, Victorian Commissioner for Children and Young People, Andrew Jackomos, Aboriginal Children and Young People Commissioner, Monique Blom, Assistant Director Out of Home Care DHS, Professor Marie Connelly, Chair and Head of Social Work Melbourne University, and two kinship carers and a youth currently in the care of her grandparents.

Pictured left (L-R): Graham Dangerfield, Baptcare Chief Executive; Deb Tsorbaris, CEO, Centre for Excellence in Child and Family Welfare; Marita Scott, Baptcare General Manager Family and Community Services; Rachel Breman, Baptcare Principal Researcher.



Day therapy supports fitness and fun for over 65's

Baptcare's Day Therapy Centres offer a range of programs and allied health services that support the health and fitness of over 250 people across Melbourne.

Over 65's as well as people living with a disability can access services including physiotherapy, occupational therapy, falls prevention programs as well as general exercise training focussing on strength and balance.

Programs can also be designed for people with an injury or a chronic illness, helping them get into the best possible condition. For example a 'Neuro Circuit Group' helps people with a neurological condition exercise in a safe and appropriate way.

Baptcare's day therapy can be a fun and social way to focus on wellness, with high quality care that incorporates interesting and motivating activities. A great example is the introduction of a Nordic walking group, supported by a grant from the Banyule Council.

Baptcare's day therapy centres are: Strathalan Day Therapy (Macleod), Eastern Day Therapy (Kew & Canterbury) and Westhaven Day Therapy (Sunshine). The programs are available to existing Baptcare consumers and older persons living in surrounding areas.

If you know someone or a family who can benefit from this excellent service visit agedcare.baptcare.org.au/day-therapy or contact:

Julie Strawhorn

Baptcare Program Manager: Allied Health Services

Phone: 03 9459 6485

Email: alliedhealth@baptcare.org.au.

Award highlights better outcomes for aged care residents

In September, Baptcare was recognised with a Better Practice Award for its Psychotropic medication use evaluation and review in aged care.

The Australian Aged Care Quality Agency introduced the Better Practice Awards four years ago to recognise homes that excel at what they do. The award winners are examples of innovation and customer focus in aged care that affect residents' lives in positive ways.

Spurred by feedback from Baptcare nursing staff and management, as well as discussions in the media about the use of psychotropic drugs for aged care residents with dementia in Australia at the time, Baptcare undertook an organisation-wide review at all residential aged care sites. Through this process all sites identified and then put in place practice changes in the use of these drugs.

By undertaking a detailed quality improvement process, based on industry guidelines and active engagement with health professionals and families, an updated approach to monitoring and use of all psychotropic drugs was implemented for all residents.

The approach involves ongoing, regular reviews for all residents and identification of alternate approaches to the use of psychotropic drugs use. The project involves continuous and ongoing organisation-wide commitment, and has resulted in significant reductions in use of these drugs and implementation of successful alternate therapies.

The review highlighted the demonstrable benefits to residents' quality of life that more considered and suitable medication can deliver. One resident with frequent falls and increased drowsiness had his medication reduced significantly, enabling

increased participation in lifestyle programs and more interactions with family.

The study highlighted a number of case studies where residents with dementia had been taking antipsychotic medication for a number of years as prescribed by their treating doctor as a way to help to manage the symptoms associated with dementia. Following the practice changes Baptcare staff identified non-pharmacological interventions to manage these resident's behaviour as a more appropriate and superior alternative to medication therapies.

A judging panel member noted that the programme is worthy of wider implementation across all (Residential Aged Care Facilities)."

Since the awards were introduced Baptcare has received nine awards, more than any other aged care provider, highlighting staff's commitment to quality, continuous improvement and innovation in residential aged care.

For more information on the study contact Lindon LeGriffon, Operations Manager – Residential Services, email: LLeGriffon@baptcare.org.au.



Pictured left:
Michael Wilson,
Baptcare's General
Manager Aged Care
Operations, with the
award.



A spotlight on achievement

Top marks in Templestowe

Baptcare Templestowe Orchards Community won the 2014 Australian Achiever Award for Australia's Retirement and Care Services category, having previously won this distinction in 2006, 2011 and 2012. It achieved a 95.44% overall score for Customer Service and Relations topping all other Australian Retirement and Care Services businesses.

The award focuses on seven criteria, namely; time related service, addressing client needs, care and attention, value, attitude, communication and overall perception.

A worthy winner

Belinda Wandabwa, Baptcare Karana Community Manager and Director of Nursing received the Captain's Award at the National Celebration of Outstanding African Australians in November.

The Captain's Award is presented to shining stars within the African Australian community. It recognises those who have made an outstanding contribution in community services, business, sports, media, law or health sectors.

Belinda was nominated by an anonymous member of the public and given the award for her passion to make a difference, not only in the aged care environment but with her ongoing work in engaging and mentoring youth who may be at risk or are vulnerable.

Contemplation corner

A story about Kunanyi, bad sausage rolls and Christmas

Kunanyi (or Mt Wellington) is the magnificent 1,271-metre peak that dominates the skyline of Hobart. For thousands of years, the Muwinina people of south-east Tasmania have cared for the lands around the base of this special mountain. In 1803, Muwinina people climbed to the peaks of the Wellington range and observed the growing number of tall ships moving up the Derwent River as the first penal colony was established.

I have often imagined what it would be like to climb Kunanyi on foot. So I enthusiastically took the opportunity to join our CEO and several of my Baptcare colleagues in a team entry in the Point to Pinnacle walking race held on Nov 16th this year. Over 20km of fast walking uphill – a big challenge – could I do it? I set out a three month training schedule and stuck to it. In the week leading up to the race I had been ill but decided to push through.

As I drove from the airport the horizon was dominated by the mountain. I looked up the road from the front door of my room and there was the Kunanyi – larger and more threatening than ever. I dumped my bag on the bed and there was a painting of the mountain on the wall over the bed! I was ready!

The warm sausage roll had looked delicious in the shop window but by 6pm that evening I had a very different opinion of it as I lay in bed with nausea, high fever and muscle pain. The realisation of what this meant only deepened the pain and disappointment of the moment – and I felt very sorry for myself indeed! I prayed that God would heal me – quick! I even accused Kunanyi of cheating!

My phone rang. I answered it with a shaking hand and weak voice. The sound of my partner's comforting words broke me up but somehow enabled a deep acceptance of my disappointment.

When you are in pain and isolated from the people you love most, the relative importance of other things is brought into stark relief.

My little moment of pain, loneliness and disappointment reminded me again that it is love that transforms our perspective, plants a seed of hope and gently leads us to take a step forward.

On a much more profound scale this is the truth that we celebrate this season as Michael Leunig so beautifully expresses it:

*Love is born,
with a dark and troubled face,
when hope is dead,
and in the most unlikely place;
Love is born,
love is always born.*

No I didn't conquer Kunanyi this year, but I think I learned a lesson about how divine love transforms pain and plants hope in simple and profound ways in the midst of our humanity.

Geoff Wraight
Family and Community Services Chaplain Team Leader



Pictured above: Mt Wellington
CC image by Angus Veitch on Flickr.

A child like Khloe needs a hero like you!



You might find Khloe's story hard to hear – we did too.

Recently we received this report about Khloe, a beautiful two year old and part of Baptcare's Kinship program.

"She still has night terrors – she's had them for a long time now... She wakes up maybe two or three times a night... I just want her to be a normal happy little child."

The thought of a child like Khloe terrified in her sleep is heartbreaking. Her story begins before she was even born.

Khloe's mum has battled mental illness her whole life, and she especially struggled during pregnancy. When Khloe was born, the nurses knew something was wrong.

"The nurses caught her trying to shake Khloe... So for her safety, Khloe was taken away." This is when Karen – took over Khloe's care comes in.

"When we first brought her home, she was like a lifeless doll. She wouldn't focus, her breathing was slow. We were constantly scared that she wasn't actually alive..."

We don't need to tell you what it means when a baby can't give or receive love. Or why your very special gift to provide Trauma Counselling might be so vital.

We must reach children like Khloe while they're still young. And we must provide two vital things:
1. These children need a secure and loving home.
2. And they need trauma counselling – fast.

Your very special Christmas gift of will ensure we can reach a child like Khloe in time to provide trauma counselling to help her heal... before it's too late.

And we'll also walk alongside carers like Karen, Khloe's grandma, supporting them as they love little ones back into life. As Karen says...

"Having Khloe definitely keeps us on our toes! But we'd never be without her now. She just animates when she's around her Grandad – she adores him." Karen adds simply, "We couldn't ask for more."

Your support today – bringing healing to the broken heart of a little girl like Khloe – is also a gift to protect her tomorrow.

Please donate today to make sure children like Khloe get the trauma counselling they need.

Your support that will bring healing to the broken heart of a little girl like Khloe – is also a gift to protect her tomorrow.

What greater Christmas gift can there be?

To protect privacy, the photo on this page is not of actual Baptcare clients.



Please donate today at www.baptcare.org.au.
Donations \$2 and over are tax deductible.



Yes! I will be a hero to a traumatised child like Khloe this Christmas.

My gift:

- \$35 to help provide a trauma counsellor.
- \$76 towards a support group for carers like Karen.
- \$124 to provide care for a child like Khloe.
- My choice: \$ _____ towards _____

My details:

Name: _____
Address: _____

Suburb: _____ Postcode: _____
State: _____

Please send me information on:

Bequests Giving monthly donations

Send to: The Fundraising Coordinator
Baptcare, PO Box 230, Hawthorn VIC 3122

OR phone 03 9831 7222.

Donations \$2 and over are tax deductible.

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