

Baptcare

About

Summer 2015

Our Sanctuary issue

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Message from our Chief Executive



Welcome to the last edition of About magazine for 2015. As the year draws to a close, it is an appropriate time to reflect on our achievements.

In late October I travelled to Devonport and Hobart for two significant celebrations; the launch of our 2014/15 Annual Report and a farewell.

It was during my travels to Devonport that I met one of the more than 20,000 people our range of services in aged care and family and community services have touched over the past year.

David*, a client of our Orana Social Centre, acquired brain injuries following carbon dioxide poisoning from a suicide attempt four years ago. In his 40's, David's mother is his main carer and she reached out to Orana to help him build new personal relationships and help him deal with his depression.

David is also challenged with short-term memory loss, so significant in the beginning that he needed help to find where he parked his vehicle.

David has been enthusiastically visiting Orana every day and is making good progress in improving his short term memory loss – he can now remember names and phone numbers of the Orana Team.

David's steady improvement is one of the many examples of the dedication and commitment of Baptistcare staff, who are living the Mission and Vision by providing respite and social engagement for clients and their carers.

I also travelled to Tasmania to farewell and say thank you to our retiring Director for Nursing at Karingal, Di McCracken, who has made significant contributions to the culture, client care and management of operations of Karingal over the past seven years.

In this edition of About, we highlight the vital work undertaken by Baptistcare Sanctuary in housing people seeking asylum and provide fascinating insight into a day in the life of one of our occupational therapists.

I would like to take this opportunity to thank all of you within our Baptistcare community for your energy, commitment and support and to wish you a joyful Christmas and New Year with your families and loved ones.

Graham Dangerfield
Chief Executive

**Name changed*

Baptcare's Mission

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Baptcare's Vision

Communities where every person is cherished.

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.

Cooperation: We value working together toward our goals.

Baptcare is a faith-based, not-for-profit organisation working across Victoria and Tasmania providing care to the most vulnerable and disadvantaged for over 70 years.

Contact details

Phone: 03 9831 7222

Fax: 03 9831 7272

Email: info@baptcare.org.au

baptcare.org.au

ABN 12 069 130 463

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Full marks for Peninsula View



Left-right: Raylynn Harkins, Suzanne Lewry, Deepa Jacob, Dawn Gillet, Krishnan Nelliparambathu, Carolyn Argoon, Sharon Knight and Bridget Quigley

After an investment of more than \$1.6m and some very hard work over the past two and half years, Baptcare is proud to announce that its Peninsula View Community aged care home in Frankston South is being recommended to receive full accreditation from the Australian Aged Care Quality Agency.

Baptcare received high praise for how it had consistently improved every part of this home since it took over operation in March 2013.

General Manager for Services and Operations, Michael Wilson said with the refurbishments completed, and every aspect of care and operation having been reviewed and improved, the results of the first accreditation audit was a great acknowledgement of resident focused hard work.

“Baptcare set about improving the work culture at Peninsula View and has made and continues to make every effort to improve the standard of care and accommodation for residents. We have given it a major makeover and implemented Baptcare’s systems and processes throughout. New leadership has transformed this home into a Baptcare-standard aged care facility, it is now a fantastic place to live and work in and it is a site we are extremely proud of.”

“All credit has to go to the all the staff at Peninsula View for the outstanding result in their first accreditation audit.”

Michael said the journey with Peninsula View over the past years has not been an easy one. “There have been many bumps along the way. We have put a lot of effort into making it feel like a Baptcare home. It looks amazing and the care provided to our residents is focused and responsive.

Manager and Director of Nursing, Bridget Quigley said that Peninsula View feels like a home now.

“Previously it felt cold and old but now we have residents walking around and enjoying the beautiful new gardens, which so many of them helped to put together. It’s something we are all proud of, the residents and families have noticed and tell us about the improvements, its homely, warm and we all love coming to work now to care for the residents.”

Baptcare has also started master planning to develop the vacant site next door into beautiful retirement-living accommodation.

To take a look at the refurbishment, to find out more about the planned improvements, or to enquire about care please, call Baptcare Peninsula View Community on 5979 9900.

Volunteering award

Baptcare’s Volunteer Program for Pastoral Care - In Home Care, was a finalist in Volunteering Victoria’s inaugural State Awards for innovation. The award recognises innovative, unique volunteering programs or models that engage volunteers to respond to social challenges.

Sanctuary for people seeking safety in Australia



Jason Perdriau

Supported Accommodation Manager, Baptcare

“They arrested me, accused me of working for the Tamil Tigers and I could not escape. They continuously tortured me until I passed out”.

Kevin* describes the ordeals he faced in Sri Lanka that led to him seeking safety in Australia. He was only 14 years old when he was arrested, kept in a cell the size of a small cupboard and repeatedly physically and psychologically tortured. His father, who was arrested along with him, was shot and killed in front of him. Kevin’s mother sold their house in order to pay for his freedom to ensure he did not face the same fate.

Kevin’s journey to Australia on a small fishing boat took over 20 days, many of which were spent without food or water. When he arrived he was held in offshore immigration detention and then detained on the mainland before eventually being released on a bridging visa to live in the community while his protection claim continued to be processed.

Like many people seeking asylum and living in the Australian community on bridging visas, Kevin has been waiting years for his case to be resolved. During this time Kevin has been haunted by the memories of his detention along with his loss of family and the impacts of torture. As a result of this, his mental health deteriorated, he became homeless and he attempted to take his own life.

Baptcare Sanctuary has since been able to assist Kevin, by providing transitional accommodation along with casework support, pastoral care and links to other professional and community support services.

Sanctuary was opened in Brunswick in 2008 in response to the growing impact of homelessness on people seeking asylum in the community and was then expanded with the opening of a Preston site in 2012. The program houses up to 77 people seeking asylum who have little or no income and who have faced homelessness whilst awaiting the outcome of their protection visa application.

Residents of Sanctuary have their own room and share common areas where they are able to socialise, participate in classes and activities run by volunteers and access on-site caseworkers and pastoral care. Food is provided through a volunteer run foodbank program and residents cook for themselves and each other in shared kitchens.

**Name changed*

A number of residents work and learn in the Asylum Seeker Resource Centre Catering Service which operates out of the Brunswick Sanctuary site.

While at Sanctuary, Kevin has participated in on site art workshops and has been able to have his work published and displayed in galleries. He has also been able to study tertiary qualifications in aged and community care and he regularly volunteers at a local homelessness charity, providing food for the homeless. His goals are to get well and receive a protection visa so he can work and assist others in Australia, especially those suffering from mental illness as he says he can understand their struggles.

Sanctuary does not receive any government funding and is reliant on support from donors and from volunteers to operate. Hundreds of people seeking asylum like Kevin have lived at Sanctuary. People seeking asylum desperately want to become productive members of the community but who suffer homelessness, destitution, stress and mental health issues due to delays in immigration processing, inadequate supports and harsh government policies such as the denial of the right to work.

Each resident's journey to Sanctuary is different, but residents typically have histories of torture and trauma often followed by prolonged periods of immigration detention and then homelessness. Sanctuary cannot resolve all of the issues faced by residents arising from the complex and challenging personal circumstances that led to them seeking asylum, or the uncertainty of the outcome of their protection application, but it does assist with the physical and emotional needs of the residents and supports them to participate in the community in various ways, while they await the outcome of their protection application.

Independent research on the impact of Sanctuary's activities and services on the lives of the residents indicates significant positive outcomes for residents in terms of wellbeing, independence and social participation. Physical and mental health improves with secure living conditions, increased personal space, regular meals and pastoral support.



One resident says, "There are people of different characters and cultures here at Sanctuary. We all live together as a family. We cook and eat together like brothers and share our experiences from different cultures."

They arrested me, accused me of working for the Tamil Tigers and I could not escape. They continuously tortured me until I passed out".

The need for Sanctuary's services is far greater than the current capacity. Sanctuary receives referrals from partner agencies, who report more than a 500% increase in need over the past two years due to people seeking asylum not having the right to work and/or not being eligible to receive any government income support.

Baptcare is aiming to double the number of people seeking asylum it assists each year. An employment program is being launched to empower them to

overcome barriers to work through classes, workshops, mentoring and work experience placements. This includes partnering with Baptist community social enterprises such as cafes to provide training and employment.

If you are interested in provide practical or financial support to help prepare people seeking asylum for their future, please contact Baptcare's Supported Accommodation Manager, Jason Perdriau, on jperdriau@baptcare.org.au or 03 8480 9006.

**Name changed*

Baptcare Sanctuary at a glance

Baptcare's Sanctuary has:

- Two facilities in Melbourne housing 72 individuals and one family.
- 8 full and part-time staff members including community chaplain for spiritual care
- 25 volunteers, and growing
- During 2014/15 Baptcare Sanctuary provided support for 92 people seeking asylum in Australia.

Points to note:

- Baptcare delivers holistic practical support for people seeking asylum, on their path to independence in the community.
- This includes material, emotional, and spiritual care as well as assistance to learn English, become 'work ready', and find independent housing.
- The majority of Sanctuary residents are accepted as refugees by the Australian Government.



Left-Right: Chris McKenna, Director; Graham Dangerfield, Chief Executive; Robina Bradley, Director; Philip Curits, Chairman; Brent Dankesreither, GM Sales, Services and Marketing

Twenty thousand lives touched

On 22 October, Baptcare launched its 2014 /15 Annual Report and marked 70 years of service to the community.

Over the past financial year Baptcare has provided support to more than 20,000 people through its range of services in aged care and family and community services.

One of those people is Sarah*. Sarah is 16 and lives at home with her mother. Our local area coordinator Deb* assisted this family with varying intensity over nearly nine months. During that time there was quite a lot of focus on finding the right “fit” with service providers and programs for this young woman.

“When I first met Sarah she was very shy and reserved, hardly making eye contact or any conversation. Her Mum was worried about her, saying that she was socially isolated, spending most of her time at home in her room,” says Deb.

Deb facilitated a successful engagement with a service to support Sarah, individually and in a group, so that she could access community / recreational activities – that is, “things teenagers do”.

“She is now noticeably more confident and comfortable in social interactions, has made new friends and has got out of her bedroom,” says her mother. “The local area coordinator and the funded supports have changed our lives. We are now able to lead separate lives and that is a good thing!”

Assisted by Deb, Sarah is now well on her chosen path towards getting a job – having enrolled in a supported Cert I in Business course (Deb assisted with this link) and attending college part time. She is very happy with what she’s doing now.

*Names changed

Chief Executive Graham Dangerfield said that for people like Sarah a strong financial result for the organisation is important.

“As a not-for-profit organisation, any surplus we make is put back into our business. This year we had another strong financial performance, with a net surplus of \$3.1 million. Our operating cash flows were also strong, enabling us to invest in our strategy.”

Chairman of the Board, Philip Curtis reported how the organisation was performing against some of its current strategic choices.

“Some of our most telling choices of recent times include our goal to have 50 per cent of our aged care accommodation beds being taken up by those from disadvantaged backgrounds – that is, by “concessional” clients. At 30 June this year, 42 per cent of our beds were concessional and we expect to reach the 50 per cent target in the coming year.”

“Another goal is to commit at least 30 per cent of our net surplus to programs that are directly associated with our mission and ministry. This year’s result enabled us to provide 30.2 per cent of our net surplus into a range of community initiatives, such as our Pastoral Care program and Sanctuary program for asylum seekers. Our third goal is the decision to invest \$5 million each year for the next five years in affordable housing projects.”

Mr Curtis also thanked all the Baptcare donors and supporters for their assistance over the past year.

“Without your support we could not provide the high standard of care and services that we deliver to our clients and communities every day.”

Contemplation corner

Five Days Old (for Christopher John) 1959

As we approach Christmas I wanted to share with you a poem by Australian writer Francis Webb. Francis was a gifted poet who struggled with mental illness for many years. I return to this poem each year as it evokes so strongly the power of the Christmas message. *Ilsa Hampton, Pastoral Care Manager*

*Christmas is in the air
You are given into my hands
Out of quietest, loneliest lands.
My trembling is all my prayer.
To blown straw was given
All the fullness of Heaven.*

*The tiny, not the immense,
Will teach our groping eyes.
So the absorbent skies
Bleed stars of innocence.
So cloud-voice in war and trouble
Is at last Christ in the stable.*

*Now wondering engrossed
In your fearless delicacies,
I am launch upon sacred seas,
Humbly and utterly lost
In the mystery of creation,
Bells, bells of oceans.*

(Collected Poems, UWA Publishing, February 2011)

*Too pure for my tongue to praise,
That sober, exquisite yawn
Or the gradual, generous dawn
At an eyelid, maker of day;
To shrive my thought to perfection
I must breathe old tempests of action.*

*For the snowflake and face of love,
Windfall and word of truth,
Honour close to death.
O eternal truthfulness, Dove,
Tell me what I hold_—
Myrrh? Frankincense? Gold?*

*If this is man, then the danger
And fear are as lights of the inn,
Faint and remote as sin
Out here by the manger,
In the sleeping, weeping weather
We shall all kneel down together.*

Give thanks for

- The improved living environment for all residents at Peninsula View Community (page 3)
- The holistic model of care at Sanctuary and lives such as Kevin's being transformed (page 4)
- Baptcare being able to partner for fullness of life with 20,000 people over the last year (page 6)

Pray for

- The expansion of opportunities for asylum seekers in contact with Baptcare (page 4)
- Clients with disabilities, such as Sarah (page 6) and Eliza (page 12), to be able to access all the local support they need
- The roll out of iCare across residential aged care to be a smooth transition and result in better care for all residents (page 11)





“I’m particularly passionate about assisting sufferers of chronic pain with more holistic means of pain management and stripping back layers of medication.”

Working Together

World Occupational Therapy Day at Baptcare

The road to becoming an occupational therapist is a long one – intensive study, thousands of practical hours and a course that requires one hundred per cent dedication.

However the hard graft to become qualified was no deterrent for Baptcare's newest Occupational Therapist, recent graduate Jessica Richardson.

The young clinician is passionate about her chosen field and the vital role occupational therapy plays in improving the fullness of life, delivering Baptcare's mission.

"It was a long, tough course. You need a broad knowledge base," Jessica said.

"You start off with a general health sciences year and after that you delve into all sorts of subjects. Psychology, manual handling, pain management, risk prevention strategies and much more."

Whether it's assisting those with disabilities, injuries, mental health issues or supporting and rehabilitating the aged – the role of an occupational therapist is diverse. Working as part of Baptcare's Care in the Home Services team, Jessica feels she's found her therapy niche.

"I love working with the elderly – there is so much I can do to help them and sometimes the simplest measures can make a huge difference," Jessica said.

"Seats in toilets, chairs in showers, chairlifts and handrails are a few of these measures. Even a chat with family to educate them and inform them about resources available to them is so important."

"I'm particularly passionate about assisting sufferers of chronic pain with more holistic means of pain management and stripping back layers of medication," she said.

"It is the differences in these simple things, most people take for granted, that can have an enormous impact on older people's sense of self-worth." Jessica said.

Jessica's commitment to her role has seen her fit in easily with Baptcare's passionate and dedicated Care in the Home team.

"As part of the Baptcare's shared care team, we all work together, aiming for the same goal. Keeping the client in their own home for as long as possible and giving them the best quality of life."

Contact us on info@baptcare.org.au or call 03 9831 7222 for more information.



On 27 October Baptcare celebrated World Occupational Therapy Day and the vital role this essential profession plays.

Occupational therapy is a client-centred health profession concerned with promoting health and well-being through occupation. The primary goal of occupational therapy is to enable people to participate in the activities of everyday life. While Baptcare's dedicated team of occupational therapists mainly focus on our aged care sector, they also support young people with physical and intellectual disabilities as part of our Family Services Program.

The aim is to assist our clients to maintain independence, quality of life and safety within the home environment and community for as long as possible. We achieve this by assessing each client's individual needs and taking measures such as:

- Prescribing aids and equipment to make every day tasks easier;
- Organising minor and major modifications to the client's home;
- Providing accident prevention strategies;
- Preventing or managing pressure care issues;
- Providing education to clients and family members and carers.

Baptcare is fully committed to helping our clients lead the best life possible. We thank our wonderful Occupational Therapy team for the amazing work they do every day.

Bob Heddle: Author/illustrator

WITH his fourth book nearing completion, 76 year old Kerang artist and author Bob Heddle is proving it's not what age you are, it's how you age that matters.

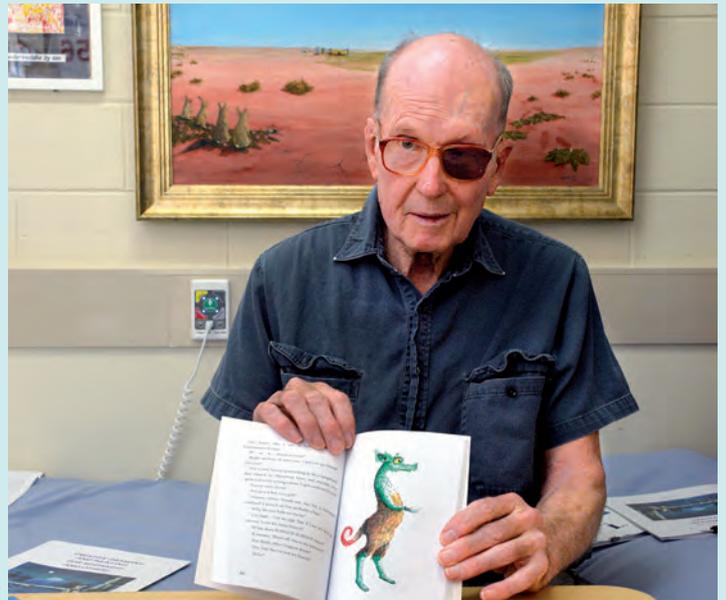
An ongoing battle with Alzheimer's disease hasn't stopped Mr Heddle from writing his new book; *Drawing and Painting for Beginners and Others* on his laptop at Baptistcare's Northaven aged care community.

Challenging popular stereotypes about senior citizens and life after 65 inspired Mr Heddle to create his guide of simplified art techniques. Mr Heddle's latest work underlines his firm belief that engaging in hobbies, continued learning and keeping busy are the keys to positive ageing.

"It's one way of fighting this Alzheimer's I've got. Keeping the brain active and keeping my body and mind as busy as I can," Mr Heddle said.

The keen artist has exhibited his large scale canvas artworks all over Victoria including Kerang, Bendigo and Melbourne.

"I always loved painting. But I only started to do it more seriously as I got older," he said.



Mr Heddle took his first steps in publishing, aged 72 years young with his trilogy of water-colour illustrated children's books. *The Monster Tower* and *the Gannawarra Goppo, Chinkapook and the Manangatang Mountain Munyips* and *The Mischievous Witch of Wychitella* all described the adventures of mythical creatures inspired by indigenous culture, in Kerang and its surrounding areas.

In 2008 Mr Heddle was awarded for his ten years of volunteer service with his local State Emergency Service unit – yet another subject he has penned a book about.

Northaven cultivates a sense



Over the last two years the team at Baptistcare Northaven in Kerang has built a richer and more diverse aged care community with a creative approach to local work placement.

Recognising how few opportunities for work there are in rural Victoria the team have worked closely with local residents and organisations to offer valuable on the job training. This has included two VET (Vocational Education and Training) placements and two full-time indigenous placements. More recently the approach has expanded to offer placements for 'work for the dole' and for people living with a disability.

These placements provide extra support for residents and creates a more varied and dynamic feel that better reflects the wider community.

"The residents enjoy more relaxed and unhurried moments, with a broader range of people that they can share their interests with," said Northaven's Director of Nursing, Donela Perry.

"And it gives our residents the chance to contribute. They use their skills and knowledge, plus their time and patience, to help coach or assist someone younger or perhaps someone with a disability who is building their experience."

Imaginative, active and tech-savvy, the inspiring septuagenarian has strong opinions on ageism in Australian society.

“I don’t think society thinks that older people can help themselves that much, but I’d like to think older people can have a better lifestyle when they’re older and can still try new things.”

“I think we all have to be more positive about getting older. Maybe that’s just me. I don’t give in to easily. More people than I can count have called me stubborn!” he said.

Mr Heddle is hoping his new book will be published early next year. His previous published trilogy is complemented by watercolour images and each story is full of adventure.

The Monster Tower and the Gannawarra Goppo

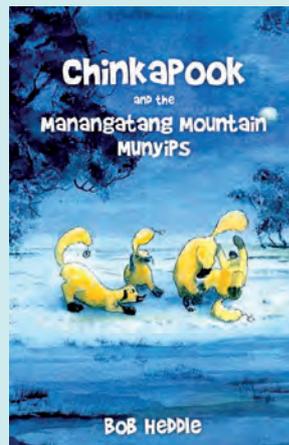
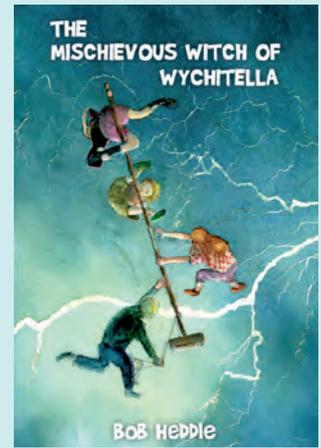
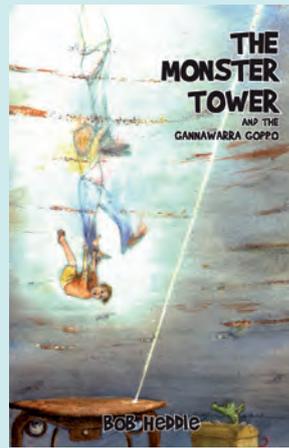
In the first in the series we meet eight-year-old Zac and his eleven-year-old sister, Ria. This story takes place in Gannawarra, an area of land in northern Victoria.

The Mischievous Witch of Wychitella

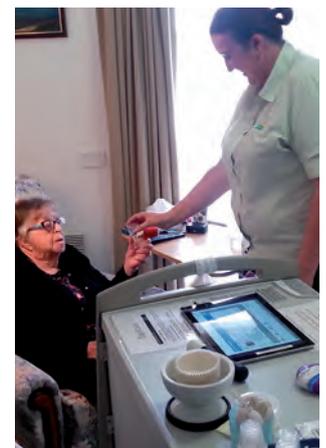
The second in the series tells the story of Zac and Ria, together with their ten-year-old cousin Riley, getting lost in the scrub on Mount Kerang near Wychitella.

Chinkapook and the Manangatang Munyips

In the third in the series, Zac and Ria have been transferred to Chinkapook Primary School. There they befriend an imaginative Koori boy named Mick, who invites them to his ‘farm’ where he keeps some of the strangest creatures in the world.



Electronic Medication system rolls out



Medication and patient management is a vitally important part of our work at Baptcare. As part of our commitment to our clients and residents and continuous improvement, we recently launched a new electronic system to record and manage patient details and medication.

Karingal Community in Devonport, Peninsula View in Frankston and Hedley Sutton in Kew are all now using the latest software. Two more of Baptcare’s sites will start using the software before the end of the year.

of vibrancy

“We all want to be seen. We don’t want to live in a sterile place. Sometimes it pays to think outside the box to find those extra moments of joy and connection.”

“Because Kerang is a small town it attracts people they would already know in the community, and are comfortable having a chat to. We have volunteers that assist with devotions as well as pet therapy and activities; this is something extra and does not replace any existing role.”

The effort, support and patience of staff was important to success.

One of the visible outcomes has been the work that has been done by residents and workers on placements in Northaven’s gardens.



“It’s rewarding to see someone who is working towards returning to employment be able to share their interest in gardening, their time and their patience for such a beautiful outcome,” said Donela.

Show you care through Home-Start

Parenting can be hard at the best of times. And if you've ever had a child become seriously ill, you'll know it goes from tough... to utterly overwhelming.

Eliza is an incredible mother who has been through more than what most of us can only imagine.

As she faced the daily challenges of caring for a toddler and a new-born baby, Eliza was also battling post-natal depression and needed vital in-hospital care. That's when she noticed her two-month-old baby, Adrian, wasn't feeding well and her worst fears were confirmed – he had a blockage between his heart and lung, requiring emergency surgery.

Just days later, her family rang from back home in Bendigo with news that three-year-old Rohan wasn't eating and he couldn't walk properly.

As Eliza sat in hospital with baby Adrian about to have heart surgery, she received more terrifying news that Rohan was in emergency and had been diagnosed with cancer.

While no one can take away the fear that comes with having seriously ill children, Glenda from Baptcare Home-Start was able to provide vital support for Eliza and her children. Handpicked and perfectly matched to meet Eliza's family needs, she was professionally trained by Baptcare to provide both practical and emotional support; Glenda was the rock that helped Eliza get through.

Glenda became the caring embrace this little family so desperately needed. Adrian survived the heart surgery, Rohan battled through chemotherapy and Eliza developed the resilience to just keep going.



G2I Region Opportunities for Work (GROW)

Acting Baptcare Chief Executive Marie Scotson (left) pictured with Sarah Henderson, Liberal Member for Corangamite, signing the G2I Region Opportunities for Work (GROW) Compact recognising that "addressing disadvantage is everybody's business". Baptcare celebrated this important initiative alongside fellow philanthropic, business, government and community organisations.

Lest we forget



Baptcare Karingal resident Tom Sage with his daughter Mandy



There are many mothers just like Eliza, who don't have the family support nearby or aren't members of a church or community group. They can become very isolated and when things unexpectedly take a turn for the worse, their lives can unravel.

By supporting Home-Start today, you can help another mother and young family through difficult times.

You're helping to keep families together and also protecting the precious childhoods of our future adults. Please show other vulnerable families in our community, that they aren't alone and that someone cares.

To donate simply visit www.baptcare.org.au, return the attached coupon or call 03 9831 7222.

- Baptcare remembers



Joan Johnson at Orana Day Centre



Group of residents attending the Remembrance Day Service at Baptcare Karingal.



May Marks and Joan Johnson at Orana Day Centre

Uncovering pieces of history at Baptcare's development site in Norlane



Early works for our new \$40 million Norlane Integrated Community Project, including an aged care facility, affordable housing and community hub, will start in December.

The site was formerly occupied by the Norlane Primary School and Baptcare is aware of up to three time capsules buried on the site over 40 years go.

We want to do all we can to preserve the history of the old site and will try our very best to uncover the capsules. Baptcare Housing Development Manager John Timmer said “we really want to preserve the history of the school, so if we do find them we’ll build a glass case in the community hub and put the items on display.”

In November, Baptcare along with two former Norlane Primary School students was featured in *The Geelong Advertiser* in the hope that the local community would come forward with more information on the location of the capsules.



NDIS delivers in Tasmania

Two years after Federal Government selected Baptcare and Mission Australia to launch their innovative National Disability Insurance Scheme (NDIS) in Tasmania, disability advocate and cerebral palsy sufferer Patrick Eadington describes the new model as a “lifesaver”.

Hailed as Australia’s next great social reform, the NDIS is designed to help people living with disabilities realise their potential and achieve independence.

Although over the NDIS qualifying age, Baptcare Tasmania client Mr Eadington tirelessly campaigned for reform in the sector over the years. As a member of the Tasmanian NDIS steering committee, he had significant input into governmental policy formation and strategy.

“I started working with Baptcare when the NDIS came into effect, and over the past two years the access to self-directed funding for my age group has become easier. With Baptcare, I’ve gained more control over my care needs,” Mr Eadington said.

As someone who has always identified what, when and how he needs additional support, Mr Eadington praised Baptcare and the NDIS for their holistic and tailored approach to care assessment.

“Thirty years ago it was a different landscape for people living with disabilities,” he said.

“The most important outcome the NDIS has done is to help people living with disabilities overcome barriers, feel less like a burden and become more empowered.”

“Individualised funding for people with disabilities based on their individual needs has far-reaching effects,” Mr Eadington said.

The NDIS were able to roll out this individualised care assessment approach in Tasmania using Baptcare’s already established centralised intake point for people with a disability and their families. Clients like Mr Eadington are then given access to a broad range of community support services based on their specific needs.

“Not only does this model help people achieve goals and partake in the community, the scheme will eventually take pressure off the system in the long-term and improve the lives of people living with a disability.”

New DON welcomed in Devonport



Baptcare Karingal retired Director of Nursing Dianne McCracken (at front) with incumbent Aileen O'Rourke.

The end of October brought some change at Baptcare's Karingal Community in Devonport with the retirement of Director of Nursing (DON).

Dianne McCracken, who has been in the nursing profession for almost 50 years, took over the reins at Karingal in 2008, a month after Baptcare merged with Tasmanian aged care provider, Karingal Care Services.

Baptcare Operations Manager – Residential Services, Lindon Le Griffon said 'Di' has been extraordinary in her role.

"She had a real passion for the people she works with and the place itself. Her achievements were many, but most missed will be her dedication to her profession and the people at Karingal."

"The culture, the better practice and other awards, the people, structures, trust and compassion that fills Karingal today are qualities that she has invested into Karingal. It all reflects in the care and support that is provided to our residents", he said.

Some of the residents described Di as "always approachable and caring" - Cath Hampton; "she brightens up the room, usually the first to lift the blinds" Elaine Wilson; "compassion of an angel, she loves her crafty projects" – May Oakley and Chuck Ballew said "farewell my love, been a pleasure".

Lindon also welcomed the new DON – Aileen O'Rourke.

"It is a pleasure to welcome Aileen on board at Baptcare Karingal, it is an exciting time for the organisation and we look forward to the contribution she will make in Devonport."

Karingal wins Worksafe Award

Baptcare's Karingal team recently won the Tasmanian 2015 Worksafe Award for "Commitment to Body Stressing Prevention."

The Karingal team led by Di McCracken, Director of Nursing and Ros Connolly, Diversional Therapist and Back Attack mentor were nominated for the "Back Attack" program which was implemented into the organisation approximately two and a half years ago.

The success of the program at Karingal includes a reduction in manual handling injuries, a consistent approach to the provision of care and ensuring that resident care and dignity is maintained at all times. The program has also contributed to Karingal's worker's compensation premium being well under the industry average.

The award is the first safety award for the organisation. It also emphasises the importance of a great safety culture.



Close to home...



Over three years, long-serving Baptcare staff members Suzanne Lewry and her daughter Jessie have witnessed our Peninsula View Community aged care residence transform into what they call a “real home”.

Suzanne started at the retirement community seven years ago under previous management. Charmed by the residents, she went from the laundry to working in the facility’s lifestyle and diversional therapy programs to working at reception.

“I loved walking into work on a Monday morning and seeing the clients’ faces light up when they saw me,” she said. “Working here makes me feel like I’m making a difference.”

Caring for the residents of the Frankston South home is something of a “family trade” for the Lewrys. Jessie began working in Peninsula View’s kitchen three years ago and soon after she decided to enrol in a Diploma of Nursing course.

“I was 17 when I started there and never saw myself working in aged care,” Jessie said. “But I really enjoyed interacting with the residents and when I began my studies, the management were very supportive in training me and the development of my career.”

It’s the supportive and nurturing environment of working at a Baptcare residence that has made both Suzanne and Jessie prouder than ever to work at Peninsula View.

“Since Baptcare took over two and a half years ago, there is more of a sense of stability,” Suzanne said. “Staff morale has increased, everyone that works here has been here long term and we’ve become a real family.”

“Moving into aged care is always a difficult transition. But when clients and their families see how happy and close everyone at Peninsula View is, it makes them feel easier about their decision,” she said. “An aged care facility has to be a home.”

For more information contact Baptcare’s Peninsula View Community: 03 59799900 or rac@baptcare.org.au



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