

Because everyone deserves

the best of care

2016-2017
in Review



October 2017

Baptcare

Introduction

This year more than **13,000** people in Victoria and Tasmania 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, accessed accommodation to suit their lifestyle and budget, and were provided with integrated family and community services.

In doing so, people of all ages, cultures, beliefs and circumstances were provided with the best of care.



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.

This year we launched our WE CARE Values which 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.

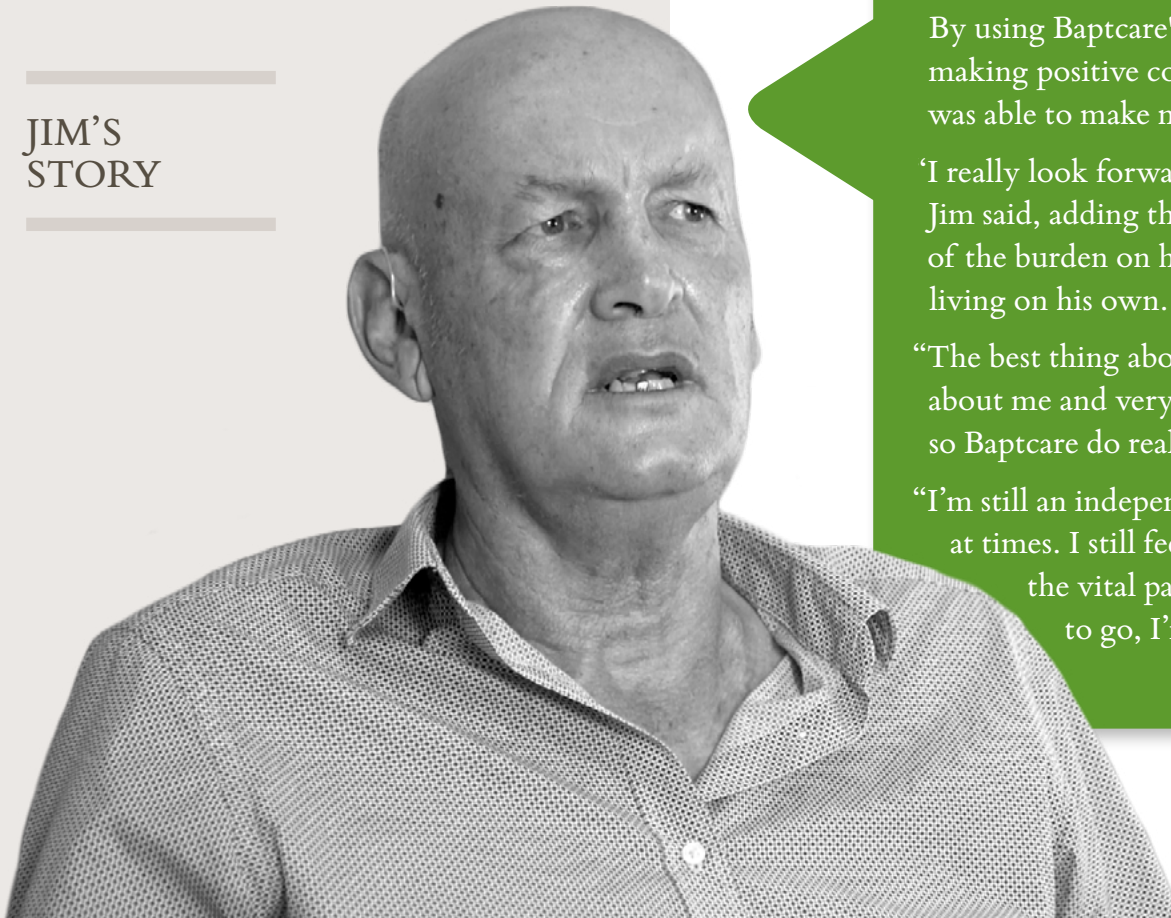
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ENCOURAGING SOCIAL CONNECTIONS

JIM'S STORY



Jim was a teacher for more than 40-years and an avid historian, but showed signs of forgetfulness, which later became worse as a result of dementia.

“I just became an isolate and shut myself off,” Jim said.

By using Baptcare's Home Help service, Jim was empowered to continue making positive contributions to his community. In addition to this, he was able to make new connections by joining his local coffee club.

“I really look forward to (coffee club). I count off the days to the next one,” Jim said, adding the support he has received from Baptcare has eased some of the burden on his sister, who is no longer worried about her brother living on his own.

“The best thing about Baptcare is that my elder sister was terribly worried about me and very anxious and now it's relieved 95 per cent of that worry, so Baptcare do really care and they do it with humour.

“I'm still an independent person with an intellect, even though I'm forgetful at times. I still feel as though I've got a contribution to make and I still feel the vital part of my life is functioning now. I still have a few years to go, I'm happy.”

SERVICE IMPACT

CREATING COMMUNITIES
WHERE EVERY PERSON
IS CHERISHED

With the support of
1,883 committed staff and
646 passionate volunteers,
services were delivered to
more than 13,000 people
across Victoria and Tasmania.



Residential Aged Care



THERE'S NO PLACE LIKE HOME

SHIRLEY'S STORY



A contemporary approach to aged care, best serves the needs of residents at Baptcare Wyndham Lodge.

Residents live in a thriving community that provides a warm and inviting environment where everyone feels at home.

For 82-year-old Shirley, this involves gardening with her friends and participating in social activities such as a calming session of Tai Chi or an active class of Zumba dancing. Shirley, an avid green thumb, fostered deeper connections with other Wyndham Lodge residents by growing their favourite flowers in the new courtyard.

“After talking to other residents, we decided we wanted to grow a lemon tree as well so we can pick our own lemons if we feel like some lemonade,” she said.

Residents value living in homely communities which is why opportunities to participate in activities such as gardening are encouraged.

When Shirley leaves Wyndham Lodge to visit her daughter for a few days every few months, she always knows she has a home to come back to and as she says, “it’s always nice to come back home... as far as I’m concerned this is my home”.

RESIDENTIAL AGED CARE

BAPTCARE WYNDHAM LODGE

In response to community needs, Bapcare Wyndham Lodge Community was redeveloped from a 30-bed community run facility, to a 150-bed residential aged care facility which opened in July 2016.

The redevelopment of this site contributed to the economic growth of the Werribee region, with 200 local jobs created during and after redevelopment.

Research conducted by Alzheimer's Australia projected that Werribee would have the second highest prevalence of dementia in Victoria by 2050 owing to its rapid population growth and corresponding rise in the number of senior residents.

In response to this need, a Memory Support Unit within Wyndham Lodge was created, designed specifically for people like Joyce, whose care needs mean that she can't live independently, yet only needs limited support.

The innovative model of care at Bill Featherstone House delivers the best of care, one that is centred on family and home, and incorporates normal routines of life to give residents choice and control.

The objective of this model is focused on a philosophy of choice, participation, involvement and collective decision-making.



“There are little things in here that remind you of home. It’s not just some fancy place, it’s real and that is what people are searching for.”—Joyce

New developments Residential Aged Care



TWO NEW INTEGRATED AGED CARE COMMUNITIES

CONSTRUCTION HAS
COMMENCED IN LALOR

In line with a commitment to build communities where every person is cherished, construction on two new integrated aged care communities has commenced.

Lalor is one of Australia's fastest growing municipalities, with the over 50's population expected to increase by 84 percent over the next two decades.

The Baptcare development in Lalor will deliver much needed quality aged care services and retirement living options to the Lalor community, focusing on those people from culturally and linguistically diverse backgrounds.

Once completed, the \$100m development will include a 120-bed residential aged care facility, 135 independent living residences and a community hub.



Artist's impression of Baptcare's development in Lalor.

TWO NEW INTEGRATED AGED CARE COMMUNITIES

CONSTRUCTION
HAS COMMENCED
IN WESTMEADOWS

Baptcare's project in Melbourne's Westmeadows, will address the unmet need for aged care beds in that area.

The new community will deliver a new 90-bed residential aged care facility and in line with our mission, we expect 100 per cent of these beds will be open to residents of low means.

The \$160m joint development in Westmeadows, of which Baptcare has contributed \$25m, is a partnership between the State Government of Victoria, residential developers Frasers, and Baptcare.

The overall project will include 110 new social housing homes, 34 independent living units for older residents co-located with Baptcare's aged care facility, more than 200 new private homes, and new landscaped parks, bike and pedestrian paths and improved community facilities.



Brent Dankesreither, Acting Chief Executive (Oct 2016), Baptcare, Mary-Anne Thomas, MP, Parliamentary Secretary for Health and Carers and Maria Vamvakinou MP, Member for Calwell, Victoria

THREE NEWLY OPENED COMMUNITIES

BAPTCARE THE ORCHARDS
COMMUNITY,
BAPTCARE STRATHALAN
COMMUNITY &
BAPTCARE WYNDHAM
LODGE COMMUNITY

Creating communities in
which residents are cherished,
where they feel respected
and at home.

Baptcare The Orchards Community services the needs of residents in Melbourne's Doncaster East, with a new, 150-bed residential aged care facility.

Residents of Melbourne's Macleod and its surrounds continued to receive the best of care at Baptcare Strathalan Community. The home first opened in 1945 with nine residents and was redeveloped in 2016, now caring for 120 residents and at full capacity for the past 12 months.

In response to community needs, Baptcare Wyndham Lodge Community was redeveloped from a 30-bed community run facility, to a 150-bed residential aged care facility which opened in July 2016. Read more on page 9.



Retirement Living



RETIREMENT LIVING COMMUNITIES

BAPTCARE CURRENTLY
HAS SIX RETIREMENT
LIVING COMMUNITIES

312

VICTORIANS &
TASMANIANS IN OUR
RETIREMENT LIVING
COMMUNITIES

263

APARTMENTS
& VILLAS

This year 312 Victorians and Tasmanians lived safely and independently in 263 apartments and villas across six Baptistcare retirement living sites.

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 419 additional apartments and units are planned for development alongside Baptistcare's aged care communities by 2020.



Baptcare Strathalan Community Retirement Living Villas

Home Help



MAKING A PERSONAL CONNECTION AT HOME

SHEILA'S STORY



Almost a quarter of people over the age of 70 in Victoria are in need of some form of assistance at home.¹

When 88-year-old Sheila's husband passed away, she felt lonely and isolated, but was keen to maintain her independence.

Through Baptcare's Home Help Service, Sheila found a friend and confidante in her care worker, enabling her to successfully navigate day to day living.

'Val (the Baptcare care worker) and I cook together, do art, read the Bible, go shopping, she takes me to doctor's appointments,' Sheila said.

'She's of great help and a great friend. I'm really glad I have her.' For Sheila, her care worker was 'an angel' in a time of need and a friend she could rely on.

'Baptcare is very good and caring and helpful. When you're in a bit of a mess they come and help you.'

Baptcare's Home Help carers assist our customers in retaining their independence at home and in doing so, build strong connections with them, so they can better anticipate their needs.

HOME HELP

BAPTCARE'S HOME HELP
INCLUDES HOME CARE
PACKAGES AND
HEALTH & WELLBEING
SERVICES

24%

OF THOSE AGED
70 & OVER IN
VICTORIA ARE
IN NEED OF
ASSISTANCE¹

1,600+

PEOPLE ACCESSED
BAPTCARE'S
HOME HELP SERVICES
IN 2016/17

This year more than 1,600 people like Sheila were able to live safely and independently at home, receiving more than 187,000 hours of direct care from Baptcare.

Like Sheila, each year, thousands of families in Victoria access Baptcare's Home Help services, which provide flexible and quality services from short-term to ongoing care.

Our customers continued to living fulfilling lives by attending more than 400 Baptcare social outings, including a visit to Daylesford and Mount Dandenong.



Nursing & Allied Health



NURSING & ALLIED HEALTH

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

5,497

VISITS TO
BAPTCARE DAY
CENTRES
IN 2016/17

21,000+

HOURS OF NURSING
& ALLIED HEALTH
DELIVERED
IN 2016/17

18,000

NURSING AND PERSONAL
CARE VISITS
TO CUSTOMERS'
HOMES

This year more than 580 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



FAMILY & COMMUNITY SERVICES

BAPTCARE'S FAMILY
& COMMUNITY SERVICES
SUPPORT PEOPLE
ACROSS VICTORIA
AND TASMANIA

3,200

CHILDREN &
YOUNG PEOPLE
SUPPORTED
IN 2016/17

1,600

FAMILIES
SUPPORTED
IN 2016/17

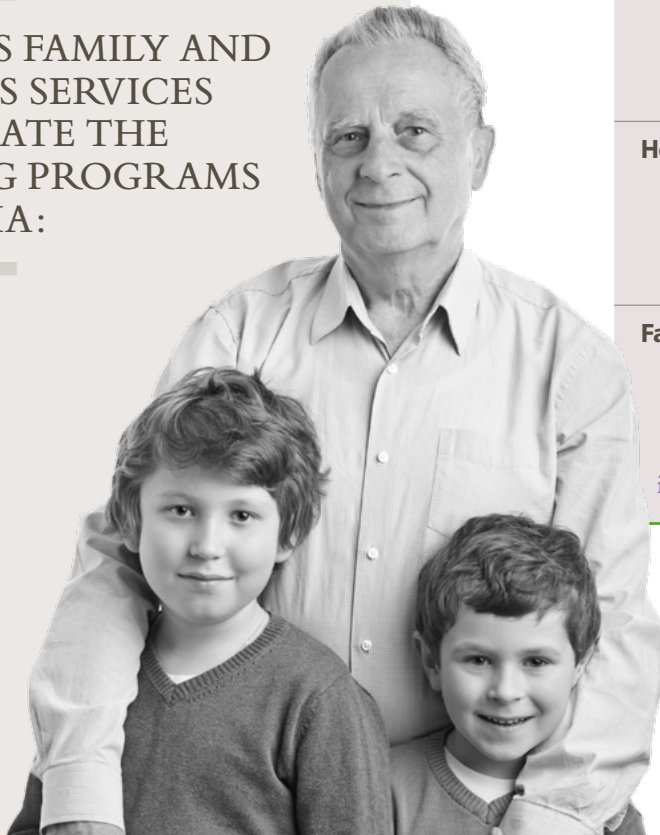
Baptcare provides services to children, young people and families in Victoria and Tasmania.

Through these services we aim to develop parenting skills, support vulnerable families experiencing difficulties, empower families through evidence based parenting and children's groups, and support people with disabilities as well as their families.



FAMILY & CHILDREN'S SERVICES

BAPTCARE'S FAMILY AND CHILDREN'S SERVICES INCORPORATE THE FOLLOWING PROGRAMS IN VICTORIA:



SERVICE OR PROGRAM	DESCRIPTION
Integrated Family Services (IFS): 247 families supported in Victoria	<p>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. As a result, families like Lisa's*, were able to create positive environments at home.</p> <p><i>Name changed to protect the individual's identity and privacy.</i></p>
Family preservation: 145 families supported in Victoria	<p>Programs such as Families First, 3Up and Parenting Assessments Skills Development 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.</p>
Home-Start: 73 families supported in Bendigo, Victoria	<p>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 such as Keitha, who offers practical support and friendship to families with children under the age of five.</p>
Family violence: Funding to support children and young people in Melton and Brimbank	<p>Baptcare's longstanding history of supporting families was recently recognised by the Victorian Government. We received funding to support children and young people affected by family violence and will run our Reaching Children through Universal Service project in Brimbank and Melton next year.</p>

FAMILY & CHILDREN'S SERVICES

BAPTCARE'S FAMILY AND CHILDREN'S SERVICES INCORPORATE THE FOLLOWING PROGRAMS IN TASMANIA:



SERVICE OR PROGRAM	DESCRIPTION
Integrated Family Support Services (IFSS): 491 children from 191 families 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.
Gateway Disability Services: 969 people with disability supported in Tasmania	These people not yet eligible for the National Disability Insurance Scheme (NDIS), were supported through Tasmanian Disability Service programs to access mainstream and specialist disability services.
Gateway Family Services: 1,017 families and 2,252 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.
Therapeutic Youth Support: 28 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.
Grandparents and Other Relatives Program: 62 clients supported to care for 106 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.

RELATED OR NOT, YOU'RE FAMILY

FAMILIES SHARE
THEIR FOSTER
CARE STORIES



Baptcare celebrates the remarkable diversity of people like Janice, who open their hearts and homes to young people.

For Janice, becoming a foster carer was always something she thought about, so when the opportunity presented itself, she just “ran and caught it”.

There wasn’t any bell that rang saying this is the right time and I feel mature enough, or ready enough or strong enough...I just went for it and you make things work,” Janice said.

Foster care has had a positive impact on carers, many of whom didn’t realise the benefit it would have on their biological children as well.

“I didn’t know our lives would change for the better as much as it did,”

Baptcare carer Michelle said, adding “we thought we were helping another child, but the impact that it’s had on our family, we couldn’t have imagined that”.

Michelle continues, “That child has shown us a different way to love... it doesn’t matter if you’re related by blood or not, you’re family.”

FOSTER CARE AND KINSHIP CARE

FOSTER AND KINSHIP CARERS
ARE UNITED IN THEIR PASSION
FOR BUILDING 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 kinship and foster care programs in Victoria.

This year 129 children in need were provided with a safe and nurturing environment through the foster carer program, while 257 children and carers were supported in kinship care households.

Foster carers come from all walks of life and include people from 21 years of age up to retirement age.

Children and young people are placed in foster care for a range of reasons. To ensure they are provided with a safe and nurturing home, Baptcare's foster carers undergo training and are provided with ongoing support so they know what to expect, and are armed with information and strategies to create a positive environment for the children in their care.

Given the older age of kinship carers, financial hardships and complex relationships with the biological parents of the children in their care, kinship carers experience more vulnerability than foster carers. As a result, Baptcare undertook research into family violence in kinship care, with a report to be released in late 2017.

The research is aimed at better understanding family violence aimed at kinship placements and recommends collaboration between government departments and other organisations to better support kinship carers and children in kinship placements.

3,500+

CHILDREN IN
VICTORIA ARE IN
OUT OF
HOME CARE ²

17.2%

OF THESE
CHILDREN ARE
IN FOSTER CARE ²

54.9%

OF THESE
CHILDREN ARE WITH
RELATIVES/KIN ²



Disability services



FUNDING ENSURES CONTINUED CARE

ADULTS & CHILDREN
HAVE ACCESS TO
FLEXIBLE, TAILORED
PROGRAMS IN THEIR
OWN HOMES AND
COMMUNITIES.

\$7.2M

FOR MICARE TO
SUPPORT MORE
TASMANIANS



People with severe and sustained mental illness continue to benefit from individualised support through Baptcare's Tasmania-wide MICare program.

The positive impact the program has had on the lives of **people like Tim Blizzard**, prompted the Tasmanian Government to support and fund the program for another four years, contributing \$1.8m each year.

The program works with people like Jane on an individual basis to work out their life goals, stress triggers and roadblocks to help them define solutions and choose appropriate services.

Jane[★] was sexually assaulted last year and did not want to return home. Baptcare assisted her with finding alternate accommodation, helped her to secure furniture and white goods and provided her with a mental health plan to see a psychologist. Jane also successfully gained a restraining order against her perpetrator and now lives independently and happily in her new home.

This past year 100 people were supported through the MICare program, which has significantly reduced hospital presentations and admissions, provided valued support for Case Managers with complex client needs and increased independence and engagement with the community in the lives of participants.

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

DISABILITY SERVICES

BAPTCARE HELPS
FAMILIES ACCESS
CARE AND SUPPORT
TO SUIT THEIR NEEDS

3,835

PEOPLE WITH DISABILITIES
SUPPORTED IN
VICTORIA & TASMANIA
IN 2016/17

People with disabilities and their families were empowered to fully participate in their local communities after receiving assistance at home, social support, respite, and case management from Baptcare.

This past year 2,036 people with disabilities and their families were supported in Tasmania, including 967 clients who were supported to become participants of the National Disability Insurance Scheme (NDIS). Baptcare's Local Area Coordination offering is now a fully delivered service as part of the NDIS roll out.

In Victoria 1,799 people, including 1,059 children were supported through the Early Childhood Intervention Service (ECIS) and 740 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.



Housing & homelessness



RENEWING THE HEART OF NORLANE

BAPTCARE IS COMMITTED
TO RENEWING THE
HEART OF NORLANE
AND IS EXCITED TO BE
PART OF THE NORLANE
COMMUNITY

UP TO
100,000
VICTORIANS ARE CURRENTLY
LIVING UNDER EXTREME
FINANCIAL STRESS
WITHOUT AFFORDABLE
HOUSING³

By building on Norlane's strengths and evoking community spirit we hope to create positive memories for all who live here.

Norlane is recognised as one of the most disadvantaged postcodes in Victoria for a complex range of issues. The people of Norlane have a lot of skills, dreams and desires and with a little bit of help they can achieve significant change.

The \$43.5m Bapcare Norlane Integrated Community Project, of which the Australian Government has contributed \$7.25m, responds to local community needs for affordable housing and aged care infrastructure.

This year we opened 20 of the 52 affordable housing units so that people like Jamie could not only have a roof over his head, but could provide a safe and hopeful future for his children.

In addition to the 52 affordable housing units, the project will deliver 90 aged care beds for people of low means, a community hub and well-being centre future proofed to allow solar power, all accessible to the local community.



HOUSING & HOMELESSNESS

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

MORE THAN
33,000
PEOPLE ARE ON A
PUBLIC HOUSING
WAITING LIST
IN VICTORIA⁴



Affordable housing is foundational to the wellbeing of individuals, families and communities. It also forms part of the foundation on which strong, sustainable and integrated communities are built.

Housing shortage in Victoria is extreme – the state has only 3.4 per cent of social housing – the lowest in Australia. This chronic shortage of affordable rental housing is a leading cause of homelessness.

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.

The BAH portfolio grew with the purchase of four properties in Melbourne's western suburbs to be leased to families escaping family violence, and the completion of 20 affordable housing units with solar hot water, included in the Baptcare Norlane Integrated Community Project.

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

Baptcare Sanctuary



BAPTCARE SANCTUARY

SANCTUARY'S TRANSITIONAL
ACCOMMODATION AND
RELATED SUPPORT SERVICES
HELP EMPOWER HOMELESS
PEOPLE SEEKING ASYLUM
TO LIVE AN INDEPENDENT
LIFE IN AUSTRALIA.

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 is boosted by the efforts of our fundraising team, continued to provide much needed support for people who have experienced homelessness while seeking asylum. This included accommodation as well as emotional and spiritual support for more than 100 people.

It has been estimated that 28,300 people a day are forced to leave their homes because of conflict and persecution.

Measured against the world's population of 7.4 billion people, one in every 113 people globally is now either a person seeking asylum, internally displaced or a refugee⁶. That's greater than the population of Canada, Australia and New Zealand combined.

APPROXIMATELY
28,300
PEOPLE A DAY ARE
FORCED TO LEAVE
THEIR HOMES BECAUSE
OF CONFLICT AND
PERSECUTION⁵



\$90K



A record \$90,000 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.

EMPOWERING & UPSKILLING OUR RESIDENTS

OLUWA'S STORY

We thank CHT Architects for providing this wonderful opportunity to one of the Sanctuary residents, adding to Oluwa's fullness of life which is always our aim.



Nigerian born Oluwa came to Australia seeking asylum in August 2016 with qualifications, experience and a passion for design, construction and art.

Through Baptcare, Oluwa* secured a four-week internship with CHT Architects where he was introduced to the culture and atmosphere of a typical Australian workplace and exposed to a range of technologies and skillsets required to work as an architect in an Australian practice.

"I am very grateful for this opportunity that came my way through the help of Baptcare. I am very passionate about trying to enhance my career in architecture and Baptcare was there to open the door, provide me with an introduction and help me see my vision," Oluwa said.

"Through this experience, what I have learnt is enormous. I have gained confidence in regards to architectural practice and have been exposed to key programs used within the industry, such as Revit software. It has shown me that no matter what you face, if you put your mind to something, you can achieve anything."

"Since arriving in Australia, Baptcare have provided me with a landing cushion. They have made me feel at home. Through this opportunity, I have been able to become part of the Australian community and able to express myself in my own way, making my own impact. And for that I cannot thank them enough."

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

Pastoral care



A POINT OF DIFFERENCE

ARMAN'S STORY

For the Sanctuary residents in particular, the chaplains are an important part of the support staff, and focus on the residents' spiritual health and wellbeing.



Baptcare's chaplains are a point of difference in the lives of the people they serve.

"It's about understanding the whole person and seeing them as who they are today and what's present to them," Baptcare Sanctuary Chaplain, Gareth Fuller said.

"It's recognising that there's a lot that has occurred in (the residents') past, but how can they function and live amidst that. Our role is not about removing a difficult situation, but changing how they encounter it."

As part of improving the Sanctuary residents' spiritual health and wellbeing, our chaplains and volunteers host a number of activities for residents, from bushwalking and art projects to community meals. These activities are used as a medium to create conversations and a sense of belonging for the residents.

Sanctuary resident, Arman said he enjoyed the group activities and trips as it facilitated better social connections with other residents.

"I like the bushwalking, it's really fun... you get more connection to each other, you get to know more about each other and the nature is stress free, so you forget about all your problems," Arman said.

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

Continue reading [Arman's story](#) on our website.

PASTORAL CARE

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

Baptcare's provision of pastoral and spiritual care ensures that a whole of person connection is at the core of our services.

Passionate and experienced Chaplains and Pastoral Carers work across our services in Victoria and Tasmania, including aged care, with families and children and with people seeking asylum. Pastoral carers and chaplains support people by genuinely getting to know our customers and clients, listening to what is important to them and assisting them with forming connections, whether with other people or faith communities, if desired.

They offer a compassionate presence in times of change or uncertainty including when facing personal challenges, when looking for comfort or encouragement, periods of bereavement, and even times of joy and celebration. Baptcare's focus on emotional and spiritual support is led by chaplains like Gareth Fuller, who works with Baptcare's Sanctuary residents.



Community Engagement



COMMUNITY ENGAGEMENT

BAPTCARE HAS HAD A
STRONG, LONG STANDING
RELATIONSHIP WITH
BAPTIST CHURCHES IN
VICTORIA AND TASMANIA

Since 2011, 115 grants were given to churches to support their local communities.

Investment into the community engagement program increased by \$40,000 this financial year, enabling a contribution of \$240,000 towards 18 church grants that supported people who are experiencing poverty, hardship and social exclusion.



POURING HEART & SOUL INTO THE COMMUNITY

LITTLE TEAPOT CAFÉ & PLAY'S STORY



Lara based café, Little Teapot Café & Play opened its doors in October 2016.

It has become a central hub for bringing families together in a fun and supportive environment.

The café, that lovingly calls their patrons “Teapotters”, is a child friendly café with three different play areas, run by a growing team of 35 devoted staff and volunteers. Together with Coordinator, Sarah Chaney they have built a community where mums can put their feet up and take a moment to relax, while the children have a chance to play.

“We see Little Teapot as an extravagant expression of love for families, for those that are isolated, who want to chat or who just need to get out of the house,” Sarah said. “We hope and pray that it is a place of refuge, acceptance and joy for all the mums, dads, carers and children that come through our doors.”

Little Teapot works in partnership with Lifeway Christian church and aims to give families of all means the opportunity to enjoy getting out with the kids. That is why 100 per cent of the profits made from a busy day’s work are given back to helping families in the local area.

A full profile of the café and their work can be **found on our website**.

Research & Advocacy

RESEARCH & ADVOCACY

A BROAD RANGE OF RESEARCH PROJECTS WERE DELIVERED THIS YEAR.

Some research projects were designed to change our service delivery and some focused upon advocacy to change government and community systems.

\$331,000

IN FUNDING FROM THE
CENTRE FOR APPLIED
SOCIAL RESEARCH

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.

We collaborated with the Royal Melbourne Institute of Technology (RMIT) to develop a Community Capacity Building Framework to support our Local Area Coordination work and Early Childhood Early Intervention program in Tasmania.

The framework will help identify opportunities for innovation, further research that benefit people with disabilities, create inclusion and promote advocacy. As a consequence of this research and to assist with the implementation of the framework, RMIT with the support of Tasmania's Glenorchy City Council and Baptcare were successful in receiving \$331,000 in funding from the Centre for Applied Social Research.



RESEARCH & ADVOCACY

BAPTCARE'S QUALITY OF LIFE FRAMEWORK ENSURES OUR SERVICES BRING INDEPENDENCE, SOCIAL INCLUSION AND WELLBEING TO OUR CUSTOMERS.

Some research projects were designed to change our service delivery and some focused upon advocacy to change government and community systems.

This year we also developed Baptcare's Quality of Life Framework, which is designed to measure social impact.

The implementation of this framework is being staged across each of our services over three-years, and the results so far indicate a very significant positive impact on the lives of clients across our Family and Community Services programs.

The implementation of this framework across the rest of the organisation will inform service delivery improvements, and enable us to better deliver quality programs based on evidence of positive change and win government tenders.

Finally, we delivered the third research report into our dementia services. This recent report evaluated the new Bill Featherstone House Memory Support Unit at Wyndham Lodge as well as the clinical performance of a range of Family and Community Services.



The people behind our impact

AN OVERVIEW

MORE THAN
13,000 PEOPLE
SUPPORTED
WITH THE
BACKING OF
1,883 STAFF
LIKE **ANA** &
646 VOLUNTEERS
LIKE **GIANNI**.



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



Our new **WE CARE Values** were launched and a renewed focus on workplace health, safety and wellbeing resulted in:

**OUR LOWEST
LOST TIME INJURY
FREQUENCY RATE &
INJURY SEVERITY RATE
IN 3 YEARS.**

**BAPTCARE
VOLUNTEERS
CONTRIBUTED
39,174
HOURS OF SERVICE
THIS FINANCIAL
YEAR**

Of our staff, **140** also participated in the **Global Corporate Challenge**, a global initiative aimed at improving fitness and wellbeing in the workforce:



86,840KM ACROSS 100 DAYS



LOOKING AHEAD

Over the next three years, additional residential aged care communities will be developed to meet the growing needs of people in Victoria:

- > The Orchards Community Residential Aged Care (opening August 2017)
- > Residential Aged Care at Valley Park, Westmeadows (opening in 2018)
- > Residential Aged Care & Retirement Living at Lalor (opening in 2018)
- > Integrated Living at Norlane (opening in 2019)
- > Strathalan Retirement Living (opening in 2019)
- > Baptcare The Orchards Community Retirement Living (opening in 2019)



By 2022 Baptcare aims to invest \$100M in disadvantaged communities, of which approximately \$70M has been invested in Norlane and Valley Park, Westmeadows.

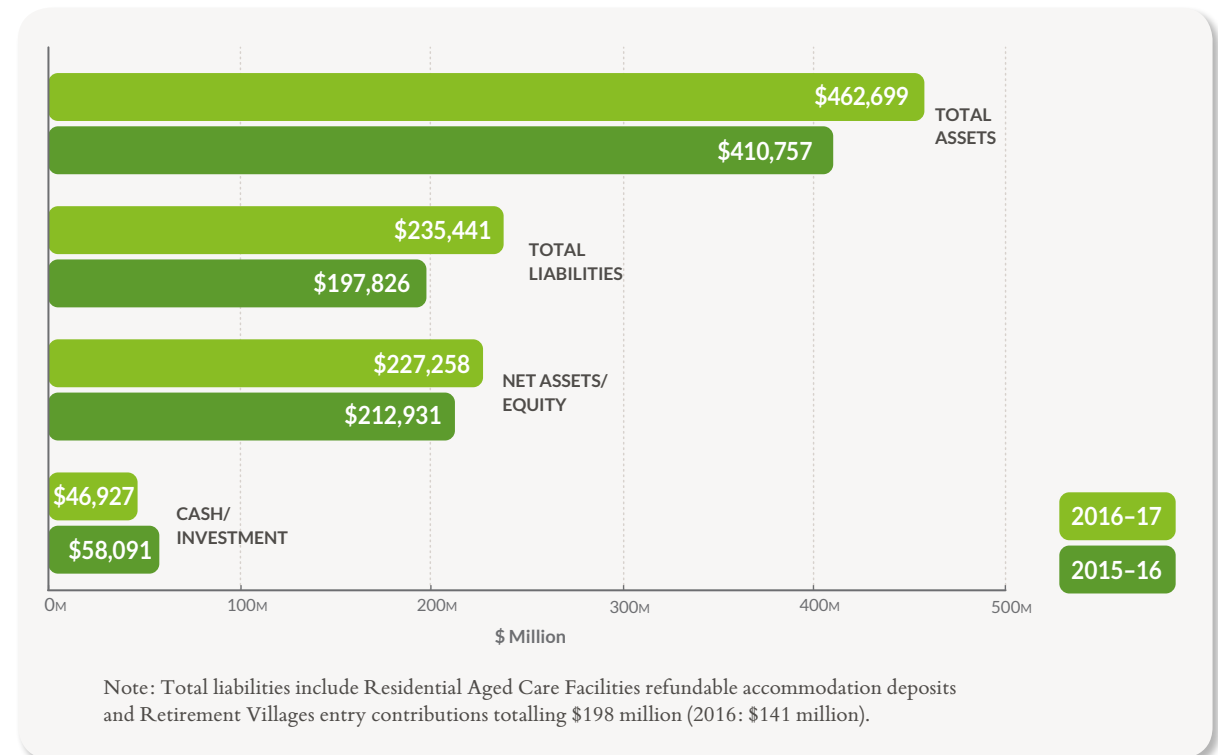
Financials 2016-17

FINANCIAL POSITION

TOTAL ASSETS THIS YEAR WAS \$462.7M. AN INCREASE OF \$51.9M FROM THE PREVIOUS FINANCIAL YEAR

CASH / INVESTMENT OF \$46.9M DECREASED SLIGHTLY 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.

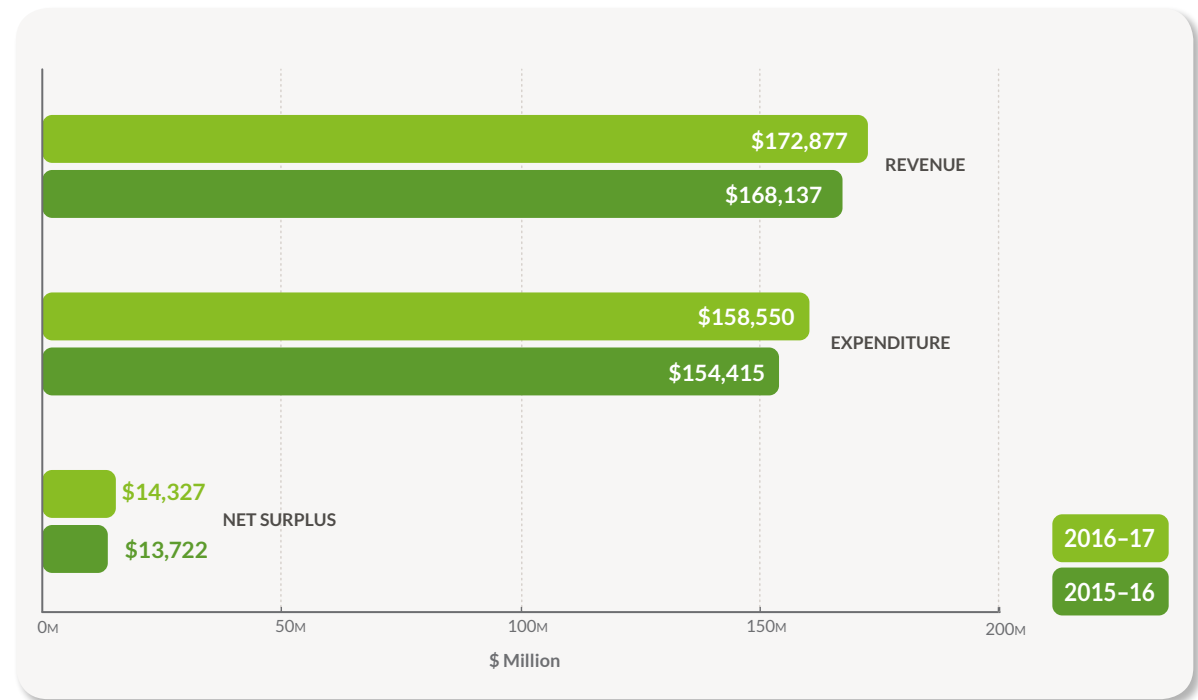


FINANCIAL PERFORMANCE

A NET SURPLUS OF \$14.3M* WAS GENERATED.
A STRONG CASH POSITION OF \$8.6M WAS ALSO ACHIEVED

THIS YEAR OUR OPERATING REVENUE INCREASED BY 2.5 PERCENT ON THE PREVIOUS YEAR TO \$173 MILLION

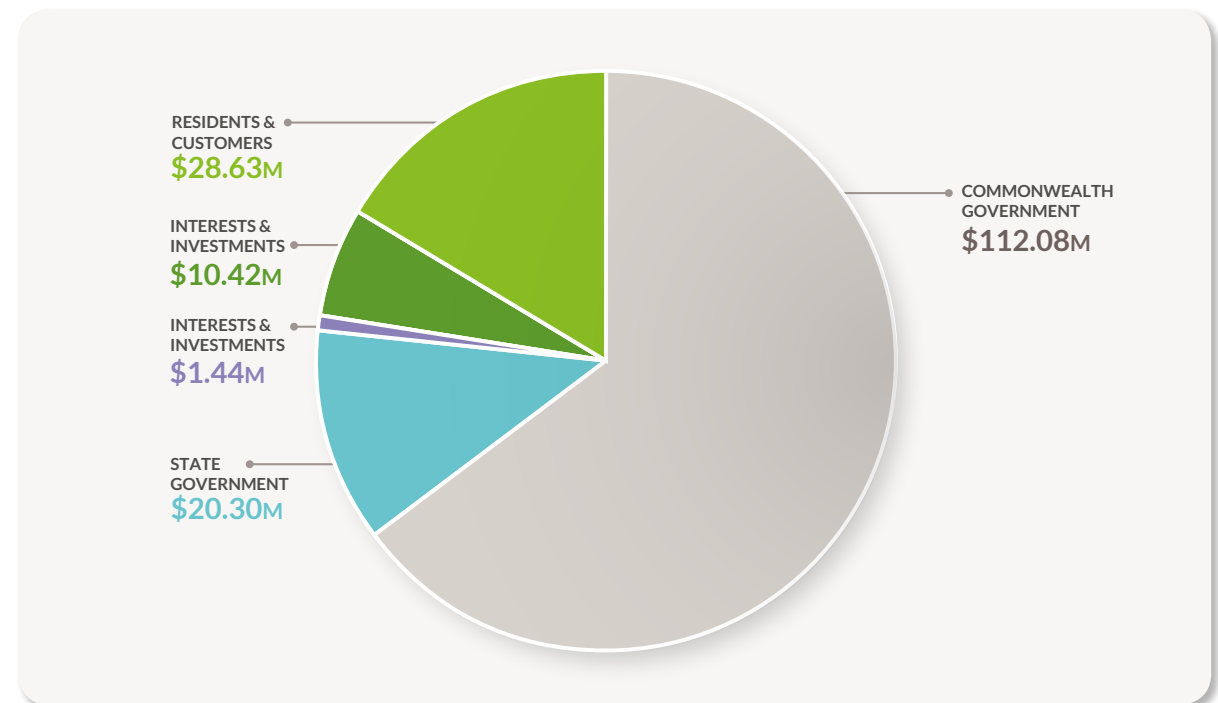
- ★ 4M was provided to Baptcare as an estate bequest
- ★ 1.8M is funding received from the Australian Government for the Baptcare Norlane Integrated Community Project



SOURCES OF REVENUE

THE MAIN SOURCE OF REVENUE \$112.08M WAS PROVIDED BY THE COMMONWEALTH GOVERNMENT.

RESIDENTS & CUSTOMERS PROVIDED \$28.63M IN REVENUE



Appendix & Acknowledgement

APPENDIX

FOOTNOTE REFERENCE

- 1 source <http://blog.id.com.au/2017/location-analysis/delving-into-differing-demand-for-aged-care-services-across-victoria>
- 2 source <https://aifs.gov.au/cfca/publications/children-care>
- 3 source <https://www.sacredheartmission.org/about-us/our-blog/state-homelessness-victoria>
- 4 source <https://www.sacredheartmission.org/about-us/our-blog/state-homelessness-victoria>
- 5 source <http://www.unhcr.org/en-au/figures-at-a-glance.html>
- 6 source <http://www.unhcr.org/en-au/news/latest/2016/6/5763b65a4/global-forced-displacement-hits-record-high.html>

ACKNOWLEDGEMENT

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.



Baptcare

the best of care

Get involved.

Donate here today.

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