INCREDIBLE Stones NEW growth

2015-16 YEAR IN REVIEW



Baptcare

THIS YEAR WAS ONE OF



OCCISED ON OUR MISSION OF PARTNERING FOR FULLNESS OF LIFE

FOR PEOPLE OF ALL AGES, CULTURES, BELIEFS AND CIRCUMSTANCES







CASSIE HOSKINGS
Local Area Coordinator,
Hobart

ABOUT CASSIE



FRED SIM
Assistant Development
Manager, Camberwell

ABOUT FRED



JENNY PUXLEY
Diversional Therapist,
Sunshine

ABOUT JENNY



JANAPRIYA
DISSANAYAKE

Enrolled Nurse – Senior Team Leader,
Peninsula View Community

ABOUT JANAPRIYA



SIRISHA KODURI
IT Helpdesk Officer,
Camberwell

ABOUT SIRISHA



CASSIE HOSKINGS

Local Area Coordinator, Hobart

As a DHHS Local Area Coordinator, Cassie supports people with disability to set goals and work towards achieving them. One of her highlights this year was helping her client Sasha find somewhere to live independently.

"I'm passionate about assisting our clients to achieve their goals, make changes and lead a fulfilling life. It's incredible to see what positive outcomes can be achieved and how it can change a person's life. I enjoy the creative problem-solving and the everyday variety of this role as well as being able to make a difference in the lives of others."

FIND OUT MORE
ABOUT CASSIE'S
WORK





FRED SIM

Assistant Development Manager, Camberwell

An architect by trade, Fred joined Baptcare this year to help deliver new construction projects, such as the new Residential Aged Care Facility at our Strathalan Community.

"Relocating from Perth to join Baptcare in Melbourne was a big decision for me. Ultimately, it was a unique opportunity for me to be a part of a community-centred organisation that is both a provider of much needed care in the community and a developer. We have to build the best products to enable our staff to care for our residents at the highest standard. This is distinct from Commercial Residential developments where profit is often the sole driver."

FIND OUT MORE
ABOUT OUR
DEVELOPMENT
PROJECTS





JENNY PUXLEY

Diversional Therapist, Sunshine

While most of Jenny's clients are older, she has worked with a number of younger people living with Huntington's Disease as well as Dementia and Alzheimer's Disease. This year Jenny helped Sarah — who was diagnosed with Dementia at 34 — and her family to hold a community event to raise awareness about Younger Onset Dementia.

"I love my role as it truly embodies Baptcare's mission of partnering for fullness of life with people of all ages, cultures, beliefs and circumstance. Our approach to the holistic wellbeing has ensured that our clients consider their lifestyle goals as important as their medical needs.

Offering clients an interdisciplinary team approach is what makes Baptcare different. I enjoy working with my team members to achieve the best outcomes for individuals. It is rewarding to assist others to work towards achieving personal goals."

FIND OUT MORE
ABOUT JENNY'S
WORK





JANAPRIYA DISSANAYAKE

Enrolled Nurse – Senior Team Leader, Peninsula View Community

Janapriya first joined Baptcare as a Personal Care Worker at our Hedley Sutton Community, more than nine years ago. Originally an IT professional, he only planned to work with us for a short time, but enjoyed the supportive culture at Baptcare so much he decided to pursue a career in nursing. He is now planning to commence further studies to become a registered nurse next year.

"I have learnt that every day is a different day, no one can really predict what is going to happen. This constant excitement is quite challenging, but gives me chances to make quick decisions and I never get bored.

"I believe a nurse can make a big difference in people's lives in aged care. At the end of the day I walk home with a satisfied feeling, that is the wonderful reward of this job."

FIND OUT MORE ABOUT JANAPRIYA'S STORY





SIRISHA KODURI

IT Helpdesk Officer, Camberwell

Sirisha initially interned with the IT team while studying her Masters in Information Sytems, which helped her attain permanent residency in Australia before gaining casual employment and then joining Baptcare as a Helpdesk Officer this year and reunite her with her four-year-old daughter.

"I will always cherish the opportunity provided by Baptcare. I'm very thankful to all the people who've supported and I feel very lucky to be here."

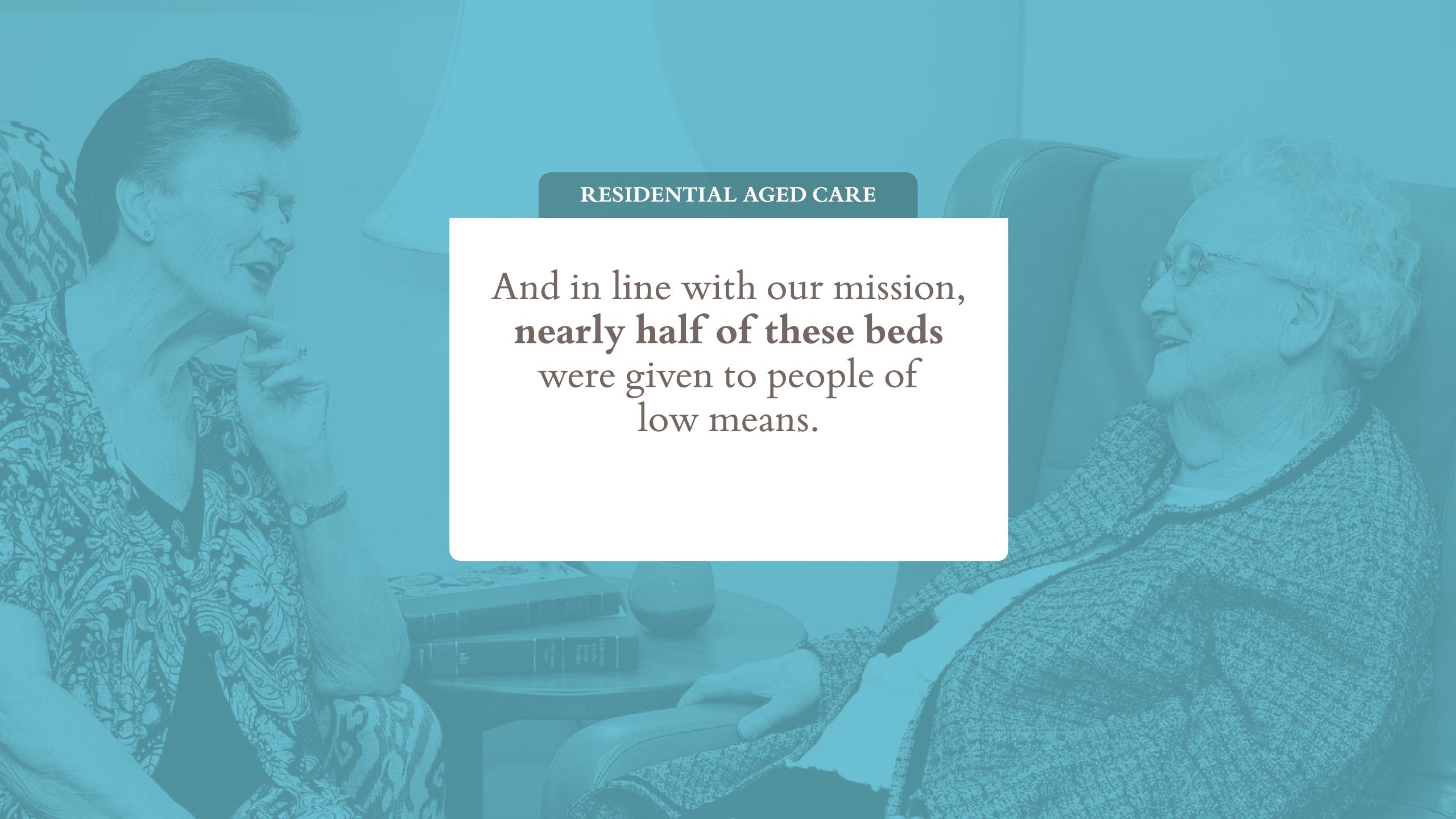
Sirisha's husband initially worked as a Personal Care Assistant and allied health assistant roles at Baptcare but recently joined our People & Culture team as LMS Resource Developer.

FIND OUT MORE
ABOUT SIRISHA'S
STORY













MARION'S BAPTCARE STORY

Marion loves her independence but living by herself was starting to get difficult at 101 years of age. She moved into our Karana community last year, where she has had support from the care staff and Chaplain to adjust to her new home.

"Everybody has been so helpful, they have made it very easy to make the change over."



WATCH MARION'S STORY



RETIREMENT LIVING

WE SUPPORTED MORE THAN

330 residents

IN 229
RETIREMENT LIVING VILLAS
AND APARTMENTS ACROSS
SIX SITES

RETIREMENT LIVING

AND WE ARE WORKING ON MORE THAN DOUBLING THAT NUMBER, WITH

384 new

INDEPENDENT LIVING UNITS UNDER DEVELOPMENT

HOME HELP WE PROVIDED MORE THAN 50,000hrs OF HOME HELP SERVICES LIKE COOKING, CLEANING AND GARDENING





Eric is legally blind and both he and Jenny were finding it tough getting things done around the house.

Through their community aged care packages, they receive support from Baptcare which includes housework and gardening, as well as transport and accompaniment on social outings, organised by their diversional therapist.

"Baptcare have made it much easier to cope with life."

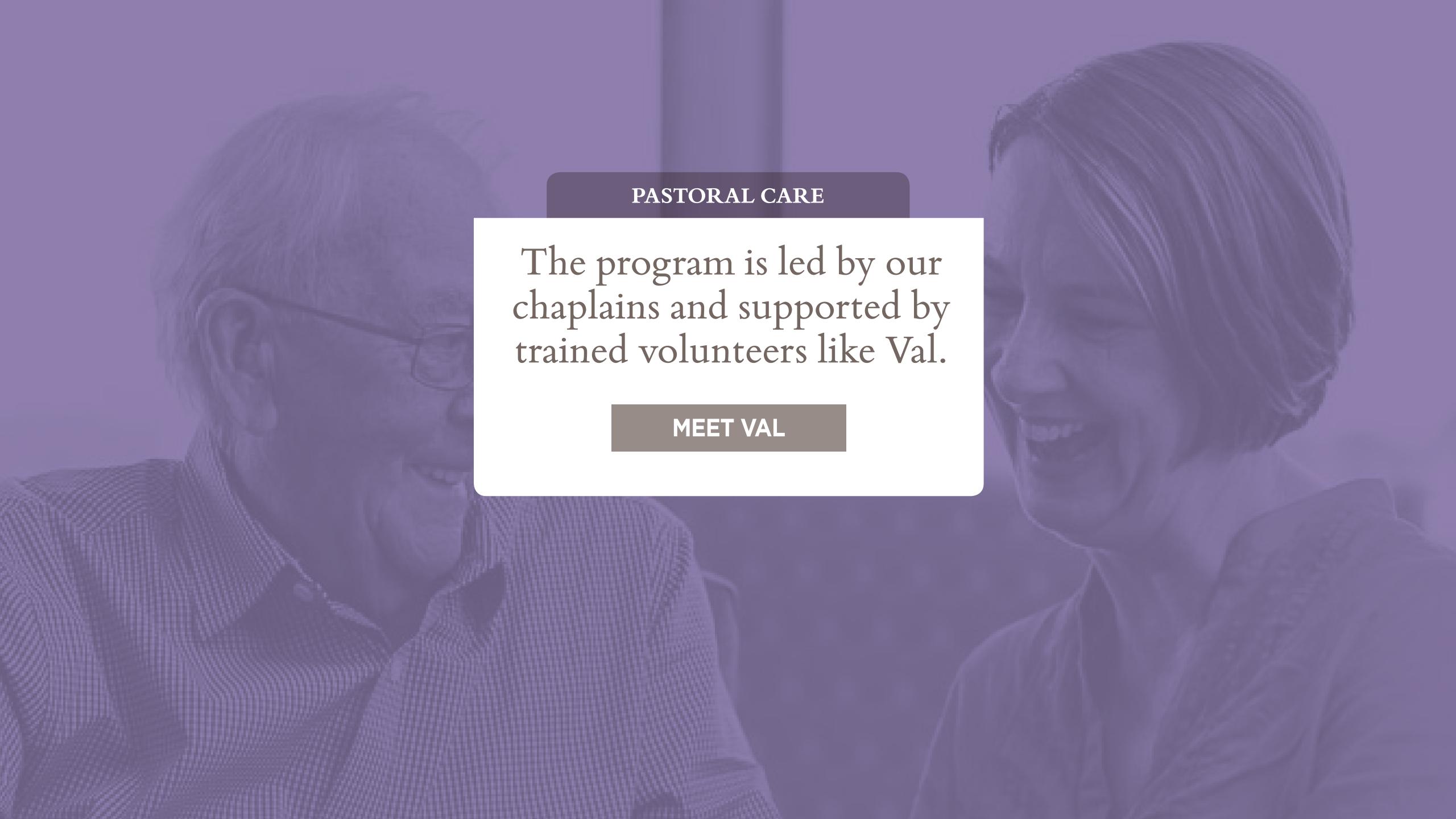


WATCH JENNY & ERIC'S STORY









S BAPTCARE STORY

As a volunteer with our Pastoral Care program, Val visits a number of older women living alone at home. A lot of these women have mobility issues and don't have many other people in their lives, and the impact a chat and a cup of tea can have is immeasurable.

"I'd encourage people to get involved with volunteering because it's very rewarding. Just seeing the joy on their faces, being able to brighten their day, you get as much blessing for yourself as you give them."

FIND OUT MORE
ABOUT VOLUNTEERING
AT BAPTCARE





FAMILY AND CHILDREN'S SERVICES

THIS YEAR WE WORKED WITH

168 families

IN VICTORIA AND TASMANIA,
DELIVERING THE FOLLOWING PROGRAMS

INTEGRATED FAMILY SERVICES

GATEWAY FAMILY SERVICES

PARENTING ASSESSMENT AND SKILLS DEVELOPMENT (PASDS)

FAMILIES FIRST

PARENTING AND CHILDREN'S GROUPS

HOME-START

TARGETED YOUTH SUPPORT SERVICE

INTEGRATED FAMILY SERVICES

In-home support for families with children aged up to 18 years, offering practical support, information, advice and opportunities to develop skills in parenting and household management.

GATEWAY FAMILY SERVICES

Linking individuals and families with appropriate information and advice, brief intervention and referrals to assist people to the pathway they are seeking.

PARENTING ASSESSMENT AND SKILLS DEVELOPMENT (PASDS)

Working with DHHS clients who have children under the age of three, to assess their parenting capacity and competency and set goals for learning new skills.

FAMILIES FIRST

Working with families of children who are clients of Child Protection to prevent children being removed from their homes.

PARENTING AND CHILDREN'S GROUPS

We run a range of evidence-based, accredited groups.

HOME-START

A voluntary home visiting service offering practical support and friendship to families with children under the age of five.

TARGETED YOUTH SUPPORT SERVICE

Intensive support and casework services for young people at risk of homelessness, notification to child protection, or entry into/escalation within the youth justice system.





CHRISTINE'S BAPTCARE STORY

Christine took over care for her three grandchildren 12 years ago when her daughter, who had a drug addiction and was in a violent relationship, could not keep them safe. Christine has full custody of the three children.

"No one explains to you how hard it is. You've got these three kids and they are crying, you feel like you are breaking up the family.

Baptcare is just the best thing and they do so many things for so many people. I would not be here today without their support."







DISABILITY SUPPORT This past year we helped 4876 people with disabilities and their families, like Heaven and her mother Mulu. **MEET MULU**

MULU'S BAPTCARE STORY

A single mother of six, she won Victoria's Family Carer of the Year Award last year for her tireless devotion in caring for her daughter Heaven.

Mulu was granted permanent residency this year after struggling with a precarious visa situation for ten years.

"It has been very hard and now I can support my family. I can have a beautiful future for me and for my kids, an Australian future!"



WATCH MULU'S STORY







WE'RE EXCITED ABOUT MORE GROWTH

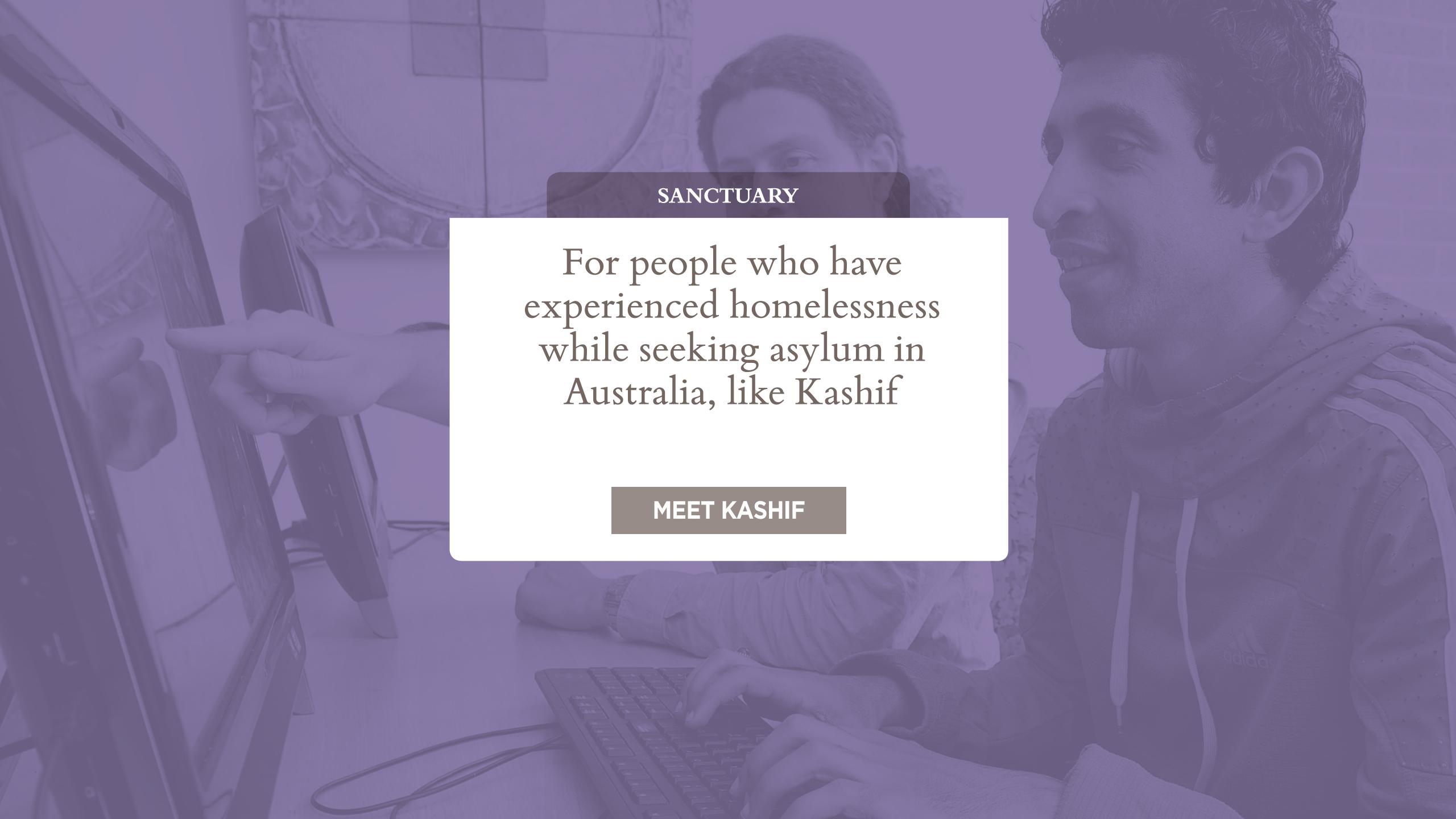
IN THIS AREA, WITH

52 affordable

HOMES INCLUDED IN OUR INTEGRATED COMMUNITY PROJECT AT NORLANE







KASHIF'S BAPTCARE STORY

Facing homelessness never crossed Kashif's mind until he arrived in Australia and started the arduous process of seeking asylum. After years of uncertainty, his asylum claim was accepted in 2015.

"It's like you're being chased by a lion and somebody asks what you're going to eat for dinner.

The only thing you think of when you come to Australia is safety. But when you're here, you're not allowed to work and without work you can't get a room."





thanks Bron

STORIES LIKE KASHIF'S ARE ONLY POSSIBLE

THANKS TO THE GENEROUS SUPPORT

OF PEOPLE LIKE BRON

AND THE CONGREGATION AT

FOOTSCRAY BAPTIST CHURCH

MEET BRON

BRON'S BAPTCARE STORY

Bron is the pastor at Footscray Baptist Church.

"The vast majority of our church family are those who have left home overseas to make a new home here in Australia, so almost everybody knows what it's like to be alone in a new country. We have been deeply moved by the work of Sanctuary and are grateful for the privilege of doing what we can to support it. Being a small part of something so life giving keeps our souls alive and our hearts thankful."



FIND OUT MORE ABOUT **SUPPORTING SANCTUARY**







DANDENONG COMMUNITY HUB

The Dandenong Baptist Church has begun developing a community hub which will include a childcare centre, counselling room, employment opportunities and an expanded community meal service. Their twice-weekly dinners draw around 80 people every week and foster social cohesion within the community, catering to members of the congregation who are unable or unlikely to attend Sunday morning services, as well as newly arrived refugees and migrants who are building new connections and practicing their English language skills.

"It makes me feel good to have someone there who is willing to listen to me."

FIND OUT MORE

ABOUT THE DANDENONG

COMMUNITY HUB









THIS YEAR WE FOCUSED OUR RESEARCH EFFORTS ON VALIDATING BAPTCARE'S QUALITY OF LIFE OUTCOMES FRAMEWORK ACROSS OUR FAMILY AND CHILDREN'S SERVICES

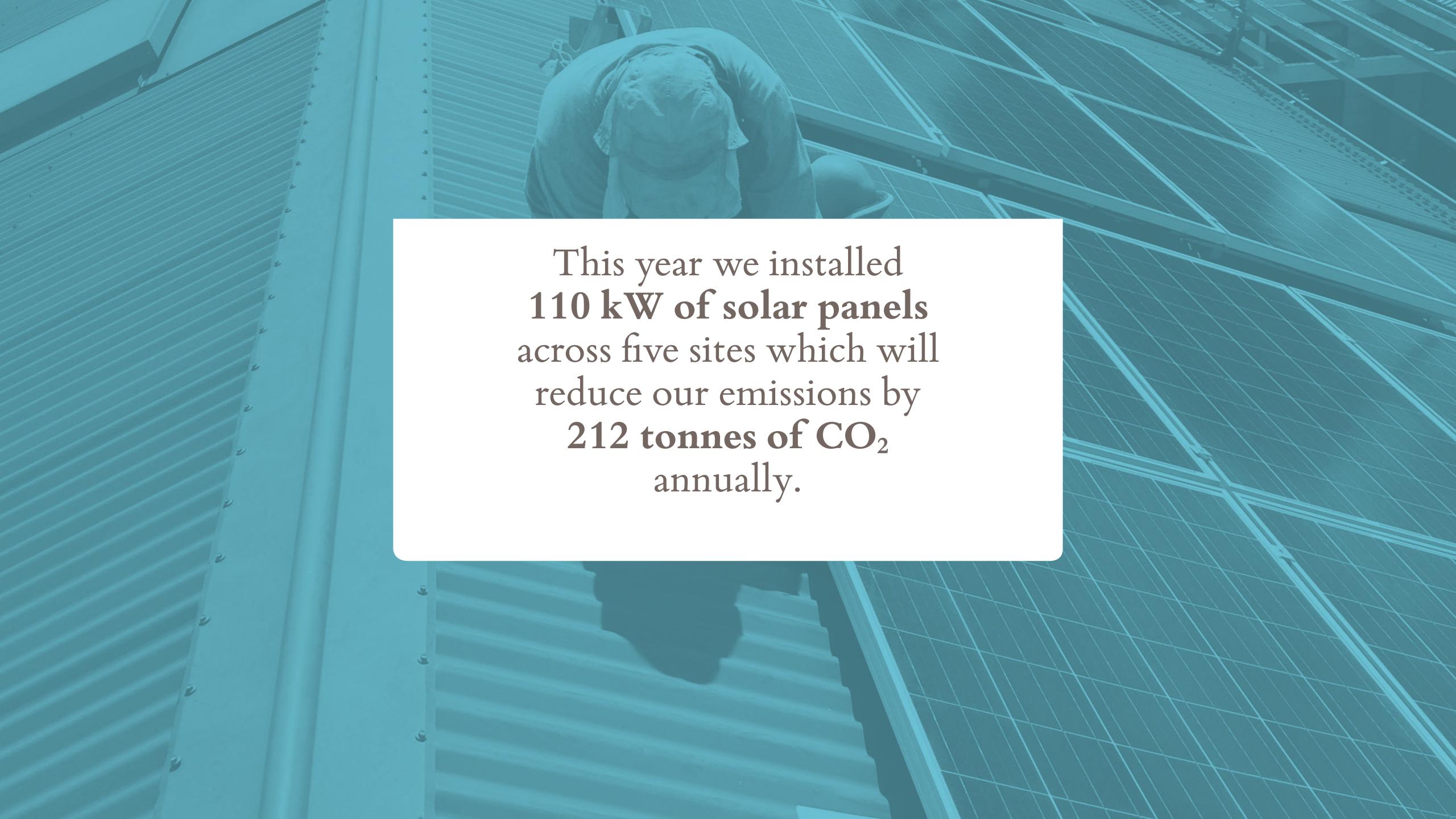
THIS FRAMEWORK WILL HELP US MEASURE OUR SOCIAL IMPACT, CONTINUALLY IMPROVE OUR SERVICES AND ADVOCATE ON BEHALF OF OUR CUSTOMERS.

FIND OUT MORE

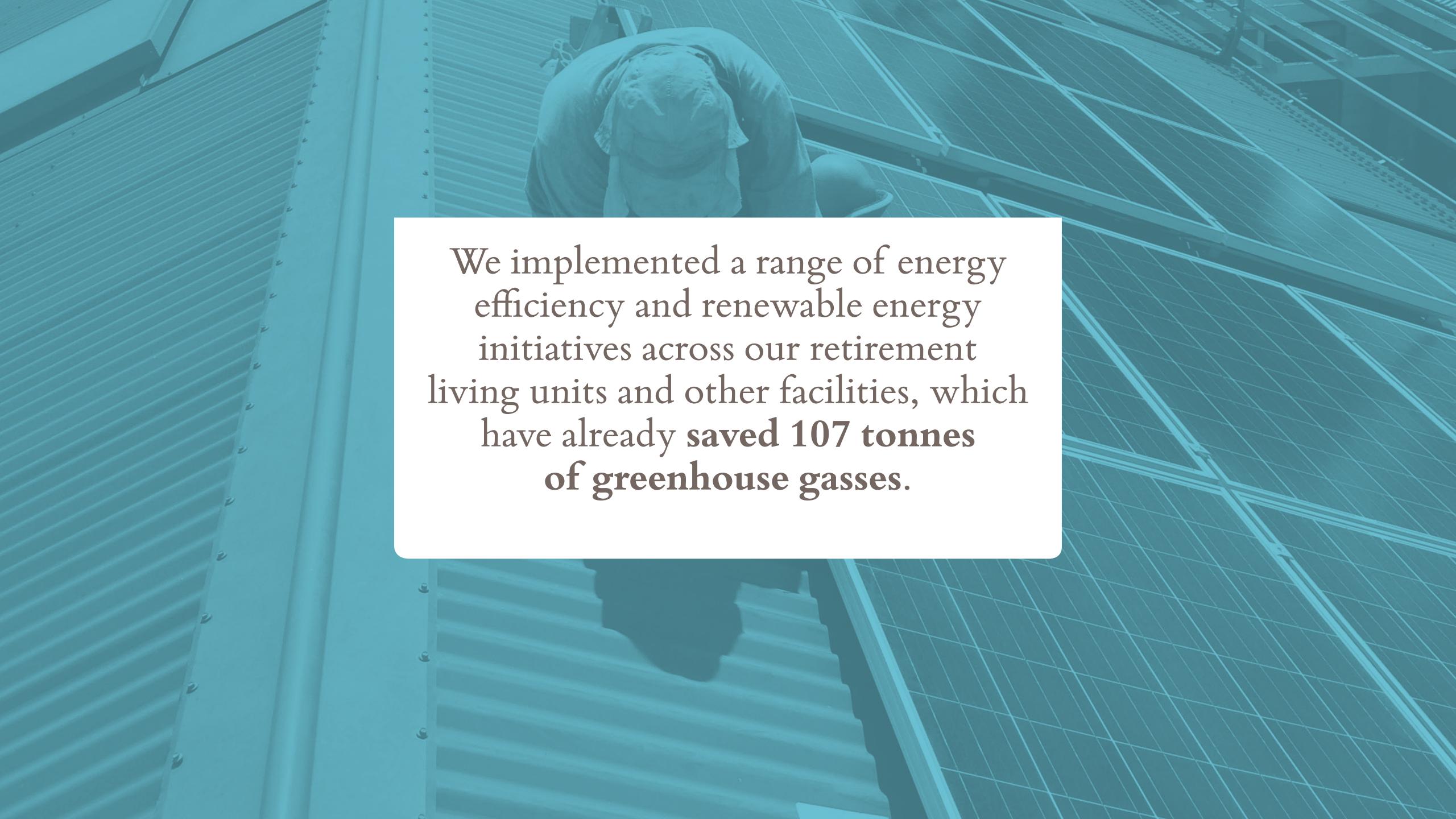
ABOUT RESEARCH, POLICY

AND ADVOCACY AT BAPTCARE









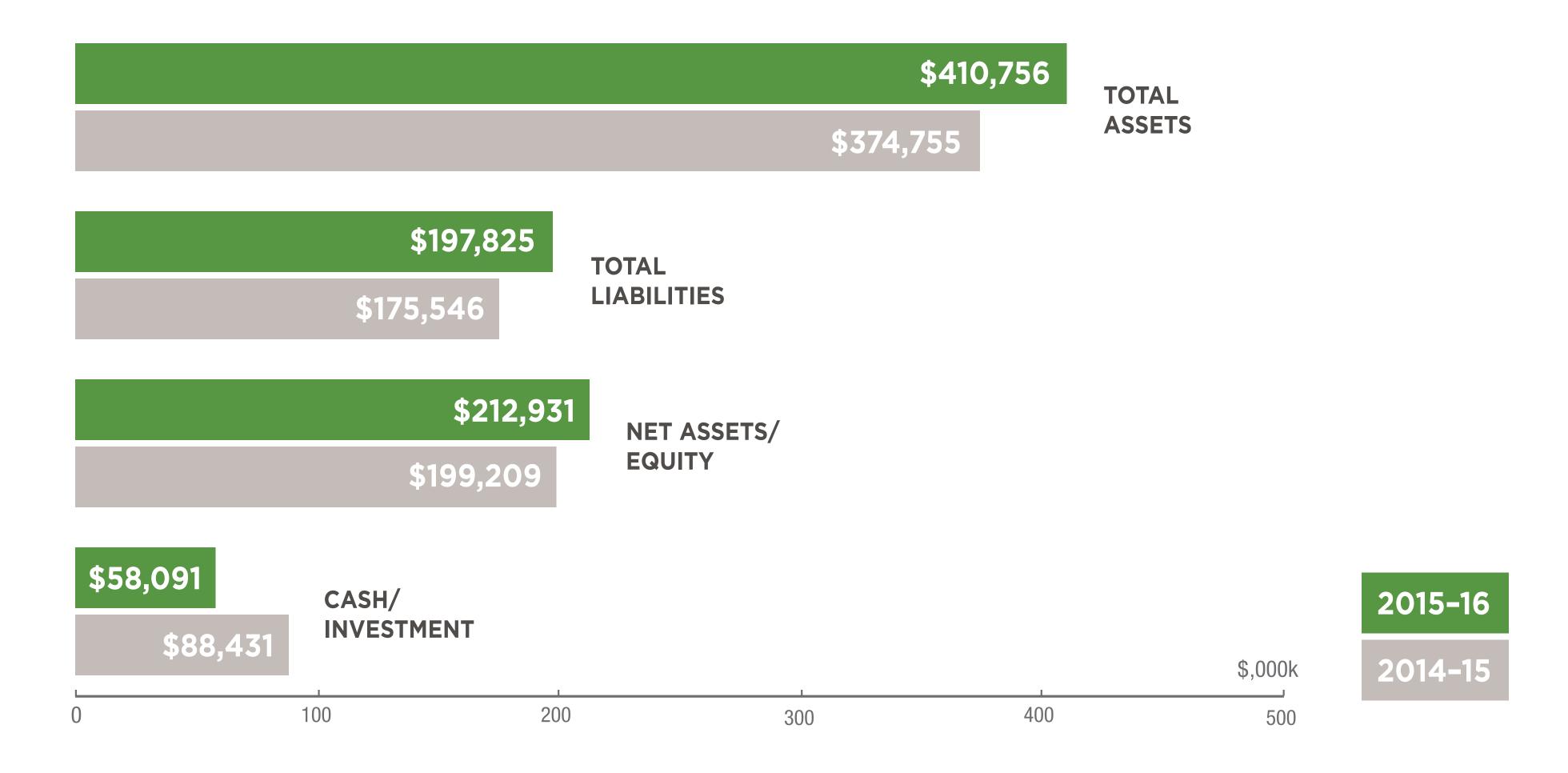
A STRONG FINANCIAL RESULT IS VITAL FOR US TO CONTINUE OUR SERVICES AND INVEST FURTHER INTO COMMUNITY INITIATIVES

THIS YEAR, OUR OPERATING
REVENUE INCREASED BY

8 PER CENT
ON THE PREVIOUS YEAR,
TO

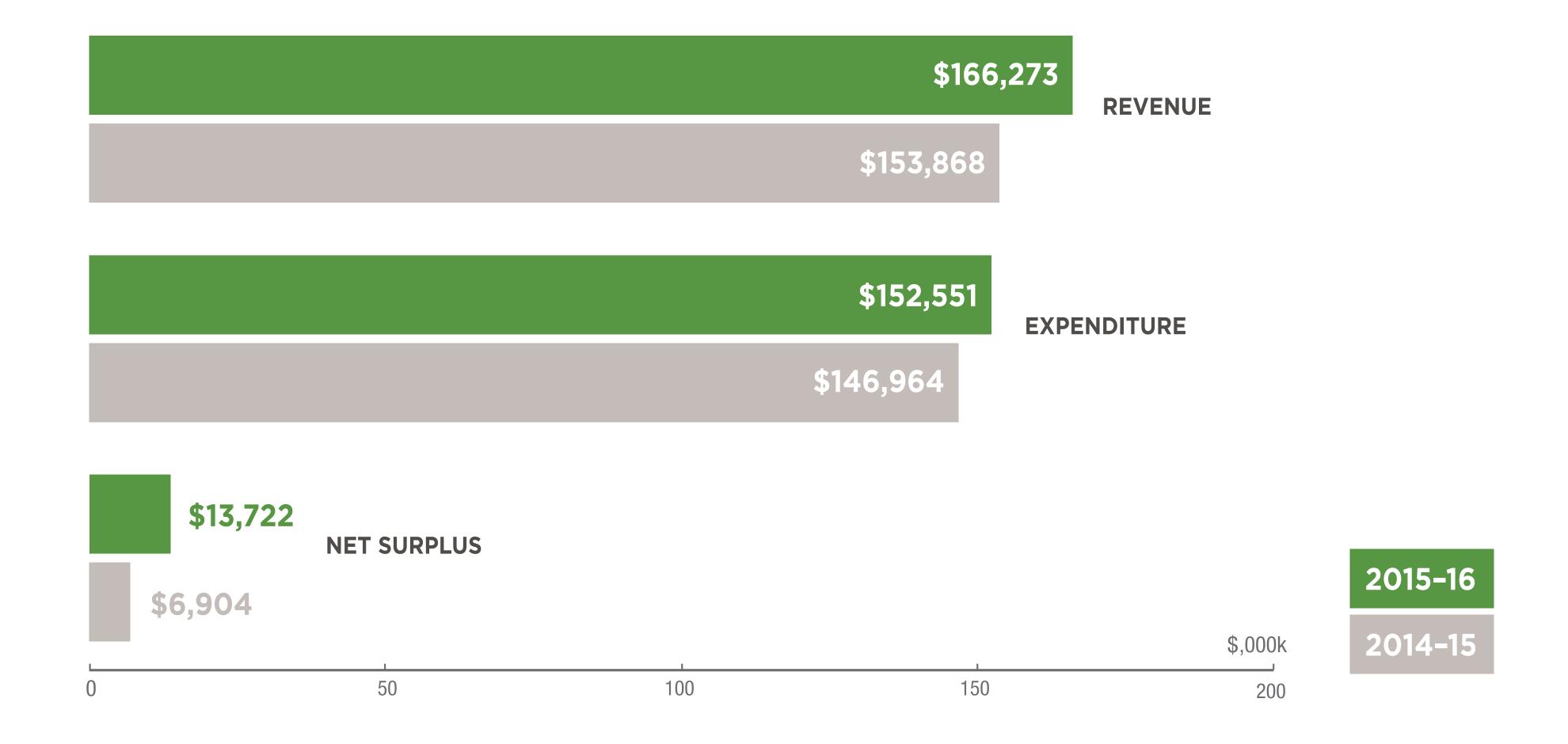
\$166 million

FINANCIAL POSITION

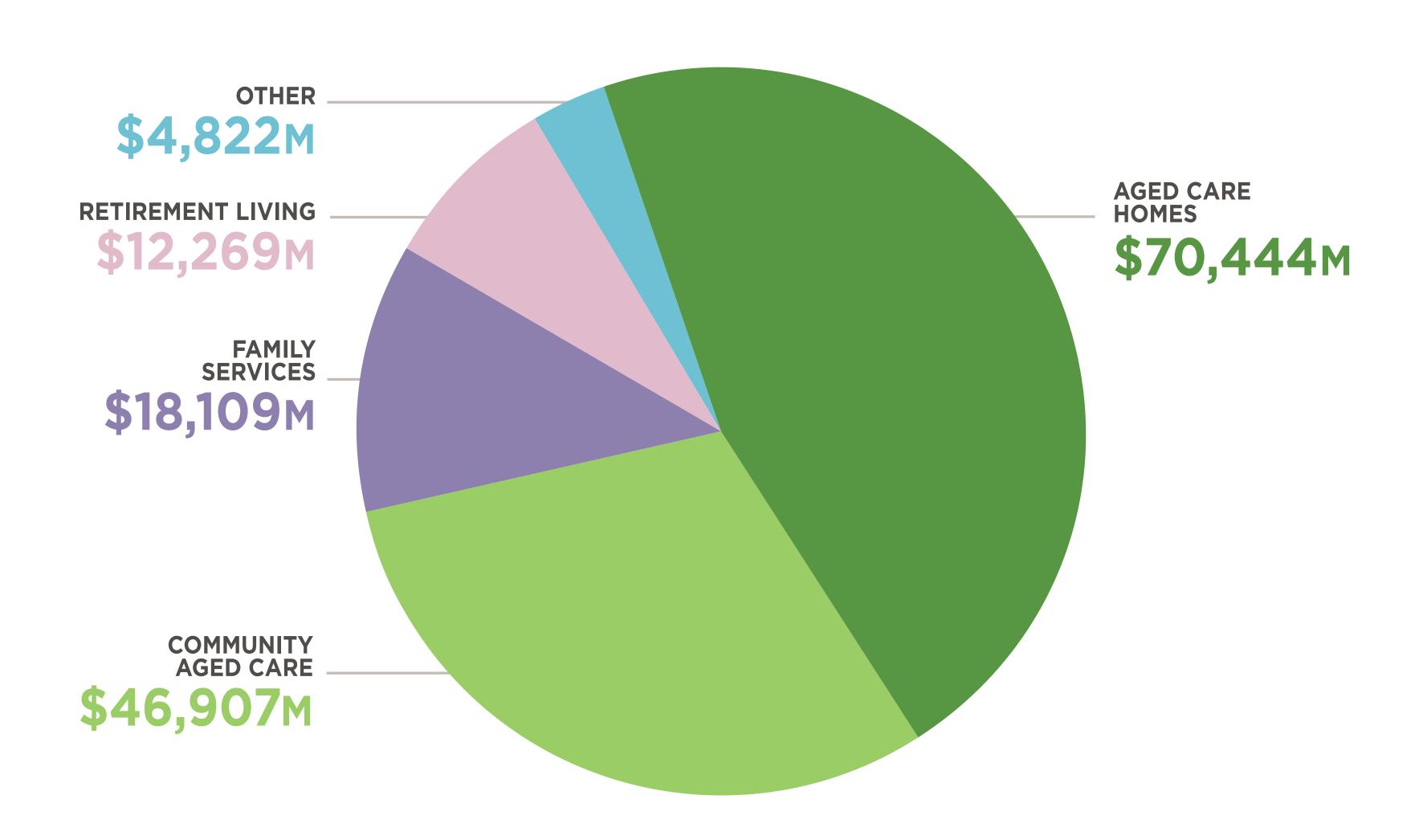


Note: Total liabilities include Residential Aged Care Facilities refundable accommodation deposits and Retirement Villages entry contributions totalling \$154million (2015:\$141million).

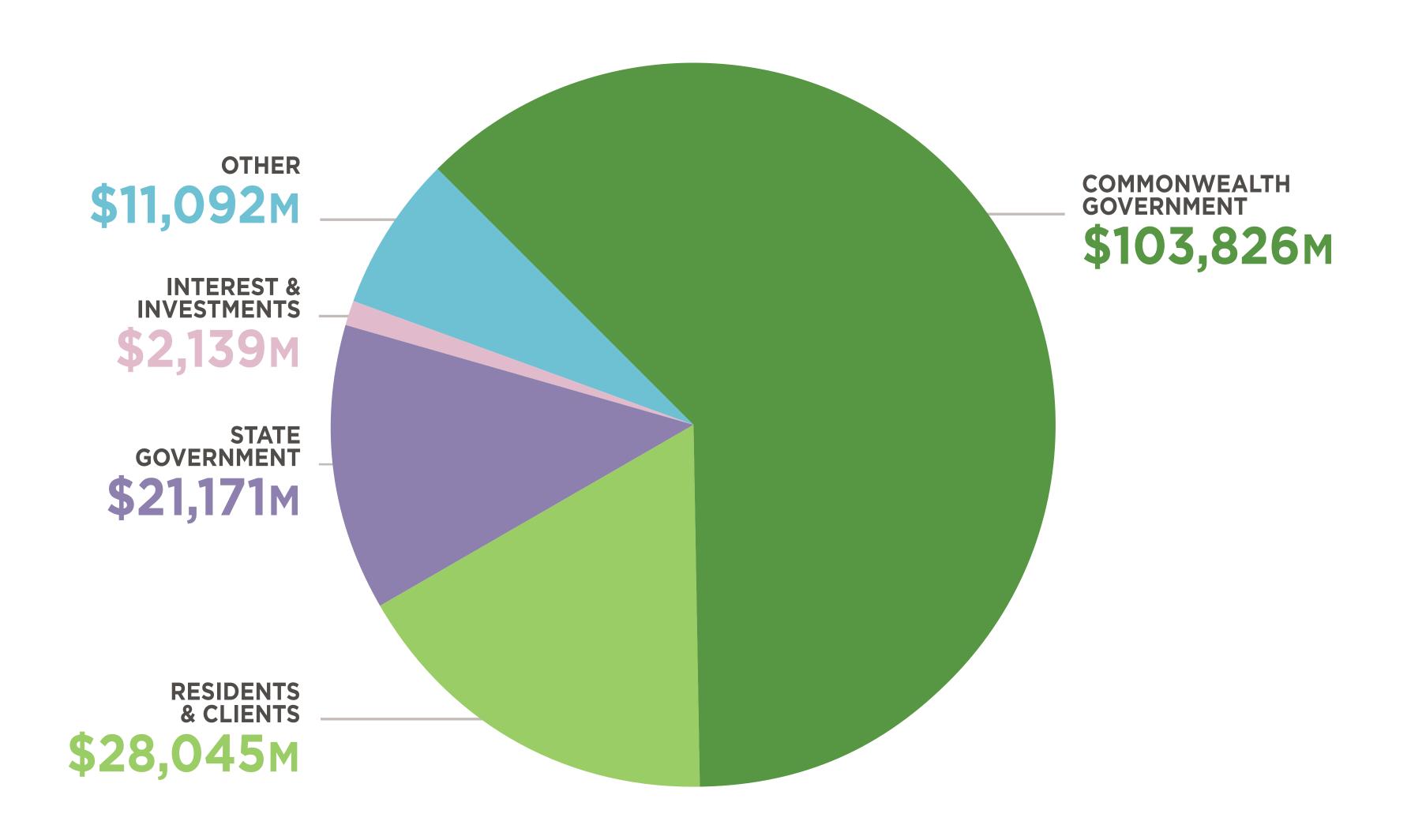
FINANCIAL PERFORMANCE



EXPENDITURE BY SERVICE SEGMENT



SOURCES OF REVENUE



NONE OF THE WORK
WE DO IN THE COMMUNITY
WOULD BE POSSIBLE WITHOUT
OUR



STAFF, VOLUNTEERS AND LOYAL CUSTOMERS

AND THE INCREDIBLE SUPPORT WE RECEIVE FROM MANY

Jewerths.

CORPORATE PARTNERS, CHURCH AND COMMUNITY GROUPS, TRUSTS AND FOUNDATIONS AND INDIVIDUAL DONORS

FIND OUT MORE

ABOUT OUR SUPPORTERS AND
HOW YOU CAN GET INVOLVED

