



Annual Report 2008–2009

Igniting the flame of human vitality

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Names, details and photos associated with the case studies in this annual report have been changed to protect privacy.

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.

Baptcare's purpose



Baptcare seeks to nurture human spirits by empowering people to reach their full potential. This goal is represented through Baptcare's logo.

Flame – The orange flame represents human vitality. As the flame of vitality grows stronger, an individual experiences a dynamic transformation from a person in need to a person who is whole and fulfilled. This represents Baptcare's ultimate goal of helping people realise their true potential.

Spark – A spark of energy emerging from Baptcare helps nurture the flame of human vitality in the people we care for. This represents Baptcare's goal of working in partnership with people through their life journey.



Bringing care to life

Text – The green background behind the text represents a solid foundation for individual nourishment and growth. This represents Baptcare's strength, passion and commitment.

Tagline – 'Bringing care to life' represents Baptcare's ability to bring care into the life of a person in need – to spark a personal transformation. It is also about 'bringing life to care' – ensuring that the care we deliver through our people is vibrant, passionate and empowering.

Chairman & CEO Report

The 2008/2009 year was one of very significant change and transition at Baptcare. Some of the changes we negotiated were internally-generated ones. These included the completion and occupancy of the new Hedley Sutton and St Hilary's aged care facilities. However, many of the challenges we faced were imposed on us by external events. The most significant of these was the 'global financial crisis'. In addition to this, 2008/2009 represented the first full year of operation of the Aged Care Funding Instrument and of the incumbency of the Rudd federal government.

We are very pleased to say that Baptcare successfully negotiated these changes, and having done so, is now even better positioned to 'bring care to life' to those in communities we serve.

Baptcare's key goals, and the related strategies against which we measure progress, remained substantially the same as those of previous years. In summary these were:

1. To 'live our Christian values', the key strategies of which are to support Baptist churches seeking to deliver caring initiatives to their local communities, and to expand our pastoral care services;
2. To expand the range of our care through sustainable growth in each of our program areas; and,
3. To deliver the highest quality care and services to our clients and residents.

Some of the key achievements during the year, listed under these broad headings were:

Living our Christian Values

On 7 February, 2009, Victoria experienced the devastating effect of the Black Saturday Bushfires. In immediate response to this, Baptcare provided its logistical and administrative resources to assist those in need and launched an appeal in partnership with the Baptist Union of Victoria ('BUV'). Over \$1.3 million was raised and distributed through Baptist Churches.

We continued to refine our model of pastoral care for community aged care ('CAC') clients receiving packaged services in rural and remote regions. We began a pilot called 'Creating Community Connections' which aims to provide additional pastoral care through the utilisation of trained and appropriately resourced pastoral care volunteers.

During the year \$139,000 in Seeding Grants and Community Ministry Grants was distributed to fourteen Baptist churches in Victoria. Strategic consultations regarding future collaboration between Baptcare and the other churches continue.

In the Parable of the Good Samaritan (Luke 10: 25–37), a man goes out of his way to serve one who was abandoned by others. It was heartening to hear that staff at Church Nursing Service ('CNS') initiated a health monitoring and intervention service for homeless people attending Outreach Centres in CNS' local area. Similar initiative was shown when Family Services' staff commenced

a therapeutic supported playgroup called 'Tiny Talkers' in October 2008 for Vietnamese families in Brimbank who have children that have been diagnosed with autism.

Growing our Services

Baptcare's integration of the operations of Karingal Care Services Inc was successfully completed on 1 July 2008, which helped to ensure the smooth operation of the facility and day centre for the 2008/2009 year. Work on the construction of twenty-two new independent living units continued as part of our commitment to actively invest in the facility.

Residents were moved back into the newly-built St Hilary's in Morwell on 14 August 2008, marking the end of a five year journey to expand and rebuild St Hilary's to ensure its long term viability in the Latrobe Valley. Similarly, the official opening of the rebuilt Hedley Sutton on the new Canterbury Rd site took place on 2 October 2008 with the Hon Senator Jan McLucas, Parliamentary Secretary for Health and Ageing, officiating. The project represented the single, largest development in Baptcare's history.

The 2008 Aged Care Approvals Round was announced on 30 June 2009. Baptcare was allocated 43 packages across six regions including, significantly, our first allocation in Tasmania. The packages we received in the Northern Region were Targeted Packages which will be delivered to Aboriginal and Torres Strait Islanders.

Our Family Services division spent considerable effort during February responding to an

opportunity to expand into Tasmania. Two 'Gateway' tenders and two 'Integrated Family Support Services' (IFSS) tenders were submitted to Tasmania's Department of Health and Human Services. Baptcare was successful in the tender process in securing 'lead agency' status for the Northern and South Western regions of that state. Commensurate with our vision for a truly integrated and growing family services division, Abercare Family Services was re-branded as 'Baptcare Family Services' on 1 February 2009.

Committing to Excellence

The achievement of our strategic goal to 'deliver the highest quality services to meet the needs of our clients' was the motivation for fifty of Baptcare's strategic and operational leaders to attend the 'Baptcare Quality Workshop' in November. This workshop assisted us to define the uniqueness of the care offered by Baptcare and provided the platform for the achievement of a cohesive quality program against a structured development pathway.

On the residential aged care front, Karingal achieved three years' accreditation shortly after its integration with Baptcare. The Assessors were particularly complimentary of the local staff's knowledge of Baptcare systems and policies so soon after integration. Westhaven's accreditation audit was also successful during the year.

The Federal Minister for Ageing, Hon Justine Elliot MP, launched the 'PITCH' study on 24 July 2008. The 'Predictors Influencing the Change in Health Status of Elderly in Community Care' (PITCH) study,

conducted by Monash University's Department of Epidemiology and Preventative Medicine, was a 12-month longitudinal study examining the changing health status and wellbeing of clients receiving Commonwealth funded community care packages. The study is one of the most significant events in Baptcare's journey as a provider of community aged care, and provides the first data set in Australia regarding health changes in this group.

Of course, the most significant event that occurs in our organisation is the daily delivery of dedicated care to our clients and residents. Baptcare is an intensely people-focussed organisation; its mission is to care for people and skilled and engaged staff are the most critical resource in making that happen. For this reason, we were delighted when Baptcare received top honours in both the Organisation Award and Employee (Brad Cooper, Program Manager – Eastern Metropolitan Community Packages) Award categories in the inaugural Aged and Community Care State Awards for Excellence. Baptcare Family Services North and West Metropolitan was also awarded the Moonee Valley 2008 Leader Business Achiever Award in the category of 'Community Services – Not-for-Profit Organisation'.

We are all aware of the rapid ageing of our society and the inevitable increase in the need for aged care services. It is imperative that the Commonwealth Government sort out the jurisdictional problems with state governments and move funding to a sustainable basis.

In terms of family and children's care, a recent sample of one of Baptcare's client databases revealed the following causes of referral for professional help: mental health issues (present in 40% of presenting cases); child behaviour management (40%); family violence (36%), household financial management stresses (21%), intellectual disability (17%) and substance abuse (13%).

There is no doubt then that the need for our caring services will continue to grow.

Our staff defy the odds by providing exemplary care despite almost overwhelming client need and in the face of woefully inadequate funding. As reflected by funding, their efforts are undervalued by government and not recognised by society as a whole. We close by paying them tribute and thanking all our donors and volunteers whose continued interest and support provide the greatest encouragement of all.



Jeff Davey
Chief Executive



Peter Francis OAM
Chairman of the Board

Statistics & highlights

35,000

35,000 hours of direct support was delivered to over 1,650 families, children and people with a disability.

15

15 Seeding Grants totalling \$154,000 were distributed to churches to fund community outreach.

1,016

1,016 staff worked together to empower individuals to reach their full potential.

16,000

16,000 hours of pastoral care was delivered to clients and residents in Tasmania and Victoria.

3,000

3,000 carers of elderly people living at home were provided with support services.

101

101 is the age of our oldest resident.

176

176 volunteer care-givers provided high-level support to children in care.

70

70 churches were provided with community ministry consultancy.

2 weeks

2 weeks is the age of our youngest client.

926

926 residents were supported with 24/7 care in seven aged care facilities.

7,466

7,466 hours of internal training was provided to staff.

1,203

1,203 Community Packages allowed thousands of elderly people to remain living in their own home.



Emma is the mother of four year old Mia. When Mia began kindergarten at age four, it was clear that she wasn't developing as fast as other kids her age. Mia found it difficult to concentrate, was hyperactive and struggled to express herself clearly. She had trouble with social and emotional interaction and would often withdraw from social situations. After a number of tests, Mia was diagnosed with Autism Spectrum Disorder.



Tswana arrived in Australia from Nigeria as a sponsored student. He heard that his family back home had been targeted by rebel forces. Fearing for his life, he applied for a Protection Visa to remain in Australia. As he applied over 45 days after he entered the country, he was allowed to stay, but was stripped of his work rights, and denied access to Medicare and all other Government support. He became homeless and couldn't afford food.



At the age of 68, James was diagnosed with Dementia. His wife Mary was in complete despair. "James couldn't remember the names of our friends or any events in the recent past. He struggled to recall objects and places and lost all interest in his favourite hobbies... he even lost interest in me," Mary said. James' memory loss continued to worsen and eventually he required full time care.



Over the years, 77 year old Freda's health had deteriorated to the point where her legs were permanently swollen and covered in bruises and sores. Her movement became restricted and she could no longer look after herself. "The pain was becoming unbearable. I felt physically and emotionally helpless because I couldn't look after myself. I couldn't do the things that were always so easy for me. I could hardly walk," Freda said.



Our services

In 1945, a group of courageous Baptist women joined together to raise £4,000 in a time of war. The funds were used to open Australia's first Baptist nursing home for nine frail elderly people.

Today, that passion and commitment lives on through the organisation known as Baptcare. As the needs of the community have grown and changed, so have Baptcare's services. Over 1,000 employees and 450 volunteers work together to 'bring care to life' for over 2,000 individuals per day in 29 locations across Victoria and Tasmania.

Baptcare is a vibrant organisation full of passionate individuals who seek to empower people to live richer lives. We challenge the system to achieve individual outcomes for those with a disability, families, children, asylum seekers and the elderly.



Residential aged care

- High and low care facilities
- Independent living units
- Assisted living options
- Respite care

Family & disability services

- Home-based care
- Disability services
- Family support programs
- Early years programs

Community aged care

- Community aged care packages
- In-home nursing services
- Carer respite
- Day therapy
- Day activity centres
- Adult disability services

Pastoral care

- Spiritual and emotional support
- Opportunities for worship
- Spiritual exploration

Affordable housing

- Affordable units for the elderly and families

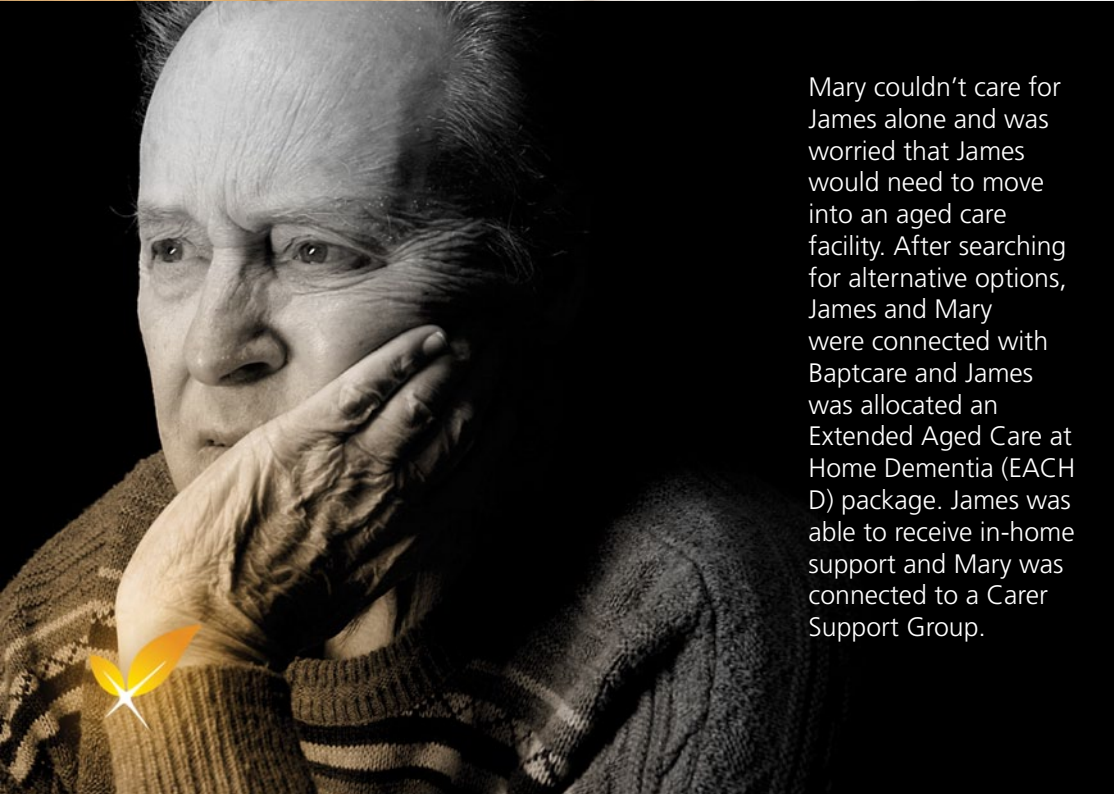
Community engagement

- Transitional supported accommodation for asylum seekers
- Community development consultation
- Community ministry grants program



When Mia was diagnosed with Autism, Emma didn't know where to turn. Mia was put on a government waiting list for a support program with over 400 other families. Thankfully, Emma and Mia were able to join a program run by Baptcare specifically designed to fill the gap in services available to children with Autism and/or learning delays. Mia began attending a playgroup and a Baptcare Support Worker began visiting the family in their home.

Tswana's new 'home' was a train station. He became malnourished and depressed. Eventually, Tswana was connected to support agencies that directed him to Baptcare's facility for asylum seekers – Sanctuary. "Sanctuary was home for other men like me, who had nowhere else to turn to. We all had our own room and a Case Worker who showed me where I could get free food and clothes," Tswana said. "This was the first time I felt hopeful in months."



Mary couldn't care for James alone and was worried that James would need to move into an aged care facility. After searching for alternative options, James and Mary were connected with Baptcare and James was allocated an Extended Aged Care at Home Dementia (EACH D) package. James was able to receive in-home support and Mary was connected to a Carer Support Group.

After talking with her daughter and the Aged Care Assessment Service, Freda moved into one of Baptcare's aged care facilities. Freda was given a room with an electric bed that could be lowered to the floor so she could get in and out easily without bumping her legs. The nurses took care of her leg sores and helped her decorate her new room with her personal things so she would feel at home.



Our history: 64 years of empowering people in need

Baptcare began when the Victorian Baptist Women's Association raised over £4000, enabling Strathalan Community to open in 1945.



Northaven Community became a reality in 1960 when the old Kerang Bush Nursing Home was redeveloped.

Westhaven opened in March 1962 with assistance from Footscray's Baptist Church community.

Hedley Sutton Community was opened in 1966.



Community aged care packages were first offered in 1992.



St Hilary's Community, originally the Morwell & District Community Hospital, became part of Baptcare in 1997.

Baptcare was the first organisation in Melbourne to trial Extended Aged Care at Home packages in 1998.

Baptcare merged with aged care provider Karingal Care Services in 2008, expanding its services into Tasmania for the first time.



1940

1950

1960

1970

1980

1990

2000

Karana Community was built in 1959 after a generous bequest from Miss Ruth Wilkins.



Baptcare's community aged care services began with Church Nursing Service in 1964.



In 1981, Baptcare began providing family services after assuming operation of the Aberfeldie Baptist Church's emergency child care services.



Baptcare developed its Swan Street public housing project in Wangaratta in 1996.



In 2008, Baptcare's family services division expanded to Bendigo with the Home-Start program.

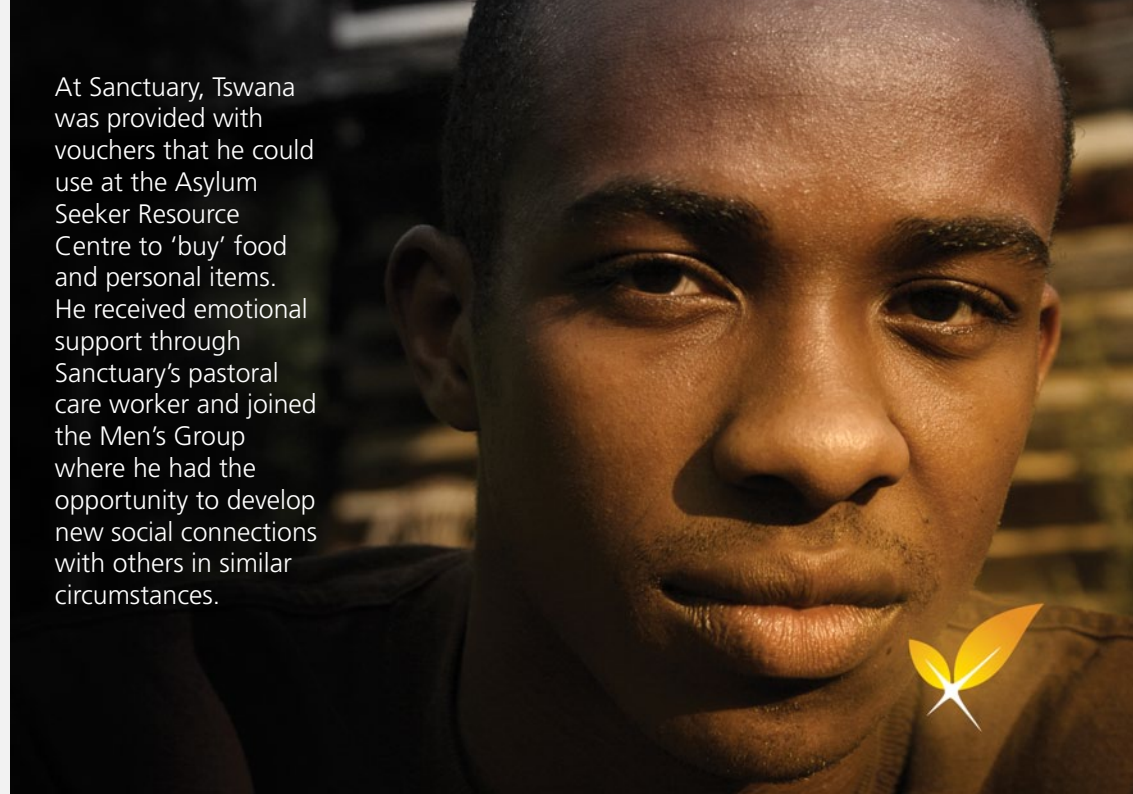


Sanctuary, supported accommodation for male asylum seekers, was opened in 2008.

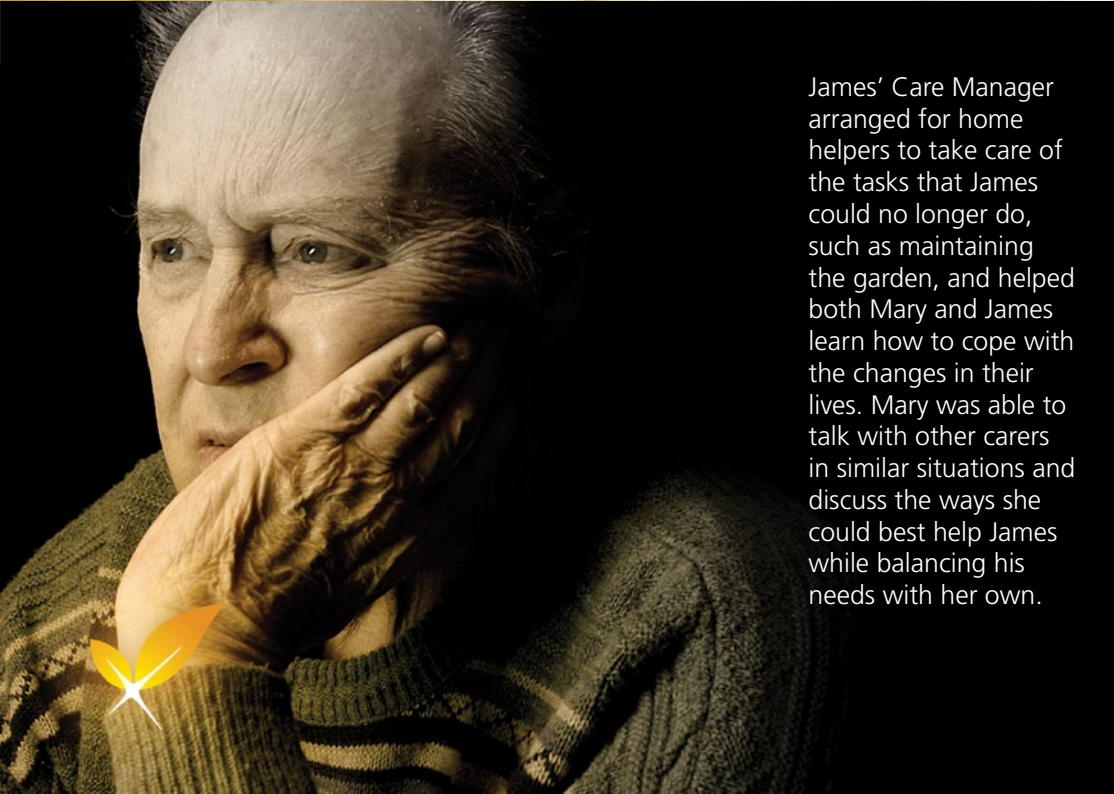




Baptcare's program gave Mia the confidence to develop her language skills and helped her to learn ways to interact with her family. The program also taught Emma useful techniques that she could use at home to help with Mia's development. Emma is now able to better understand how to communicate effectively with Mia, and their relationship has blossomed.



At Sanctuary, Tswana was provided with vouchers that he could use at the Asylum Seeker Resource Centre to 'buy' food and personal items. He received emotional support through Sanctuary's pastoral care worker and joined the Men's Group where he had the opportunity to develop new social connections with others in similar circumstances.



James' Care Manager arranged for home helpers to take care of the tasks that James could no longer do, such as maintaining the garden, and helped both Mary and James learn how to cope with the changes in their lives. Mary was able to talk with other carers in similar situations and discuss the ways she could best help James while balancing his needs with her own.



Freda is now a regular member of Hedley Sutton's Craft Group, which allows her to remain active and social. "I like playing word games and puzzles. I make new friends while also having the chance to do some exercise," she said. Freda also enjoys singing with Baptcare's Music Therapist. "Turning to Baptcare was one of the best decisions I have ever made because I know whatever the future brings, I am receiving the best possible care."

Empowering families, children & people with disabilities



Baptcare's family services team provides home-based accommodation, programs designed to strengthen families, case management, counselling and respite care. These services are offered to children, young people, families and people with a disability.

Achievements

This year over 35,000 hours of direct support was delivered to over 1,650 clients. This was achieved with the help of over 176 volunteer care-givers who worked with staff to achieve the best outcomes for clients and their families.

The disability services team has spent a significant amount of time working with families following changes to legislation, to help them understand their choices and what might be best for them. This includes engaging families when other supports have fallen away and identifying service gaps.

The home based care team has undertaken sophisticated collaborative work with highly traumatised children to meet their complex support needs. This includes working with a multitude of other parallel services and professionals like child therapeutic services, so that the children's placements with carers can continue successfully.

New services have been added to meet emerging community needs including a Towards Wellness therapeutic group for women affected by Post Natal Depression and a Vietnamese-specific

program that addresses developmental delays and Autism Spectrum Disorder.

A very significant moment in the history of family services has been the name change. For 20 years, the collection of programs for children and families operated by Baptcare was known as Abercare Family Services, reflecting the origins with the Aberfeldie Baptist Church. From 1 February 2009, the services became known as Baptcare Family Services.

Looking to the future

Baptcare was successful in securing the Gateway and Integrated Family Support Services tender with the Tasmanian Department of Health and Human Services in two catchments; North and South-West Tasmania. This is a very significant new range of services following major sector reform of community responses to children and families where there is risk or presence of either abuse or neglect. The Gateway and the associated Integrated Family Support Services will be operational on 3 August 2009. These services will be further enhanced with the inclusion of Disability Service Gateway in 2010.



Mia's mother, Emma, described Baptcare's program as a "lifeline". "The program has helped Mia learn to verbalise what she wants and has played a big role in helping her participate in normal social interactions. This has reduced tension, stress and anxiety on her behalf and also on my behalf as her mother," Emma said. Mia is looking forward to starting mainstream primary school next year.

Empowering older people living at home



Baptcare's community aged care team provides centre-based and in-home support for elderly people who are struggling to cope on their own. The services available include Community Packages (CACP, EACH, EACH Dementia), day therapy centres, carer respite (day respite and overnight), activity groups, district nursing and podiatry.

The broad range of care options available allows Baptcare to provide individually tailored solutions to empower clients to reach their full potential; in particular Baptcare is able to meet the needs of clients and carers living with Dementia, those living in rural and remote areas, financially and socially disadvantaged people, Aboriginal and Torres Strait Islanders and people from culturally and linguistically diverse backgrounds.

Achievements

Over 2008/09 services were expanded to include a project for homeless people in Brunswick. Run through the district nursing office, homeless individuals in Moreland were provided with free health checks.

Baptcare was allocated 42 Community Packages in the 2008 Aged Care Approvals Round. These additional Community Packages will allow for the expansion and further development of our service levels in existing regions. For example, the 10 EACH packages allocated to the Hume region will be

used to reduce the substantial waiting lists in the areas of Moria, Wangaratta and Indigo.

During the year, Orana, the day and overnight respite centre based in East Devonport in Tasmania, was fully integrated with Baptcare following the official merger on July 1 2008. Further integration of these services with Baptcare's service model will be a focus for 2009/10.

Looking to the future

In the coming years Baptcare's community aged care programs will grow to increase access to services for special needs groups and individuals with Dementia across Victoria and Tasmania. The development of the homeless project in Northern Melbourne will continue. The Dementia Care Case Management Model, which is currently being developed by the Baptcare Dementia Care Committee, will also be launched.



"Prior to receiving support from Baptcare, I didn't know how we were going to cope. Now, we can enjoy some of our favourite activities again, and I have peace of mind knowing that my soul mate is receiving the best possible care," Mary said. Mary and James are looking forward to their retirement and being able to spend their days together in their own home. "Thank heavens for the support from Baptcare. Everyone is happier all round, and I feel like I've got my husband back."

Empowering asylum seekers



Sanctuary provides supported transitional accommodation for male asylum seekers who live lawfully in the community on a Bridging Visa and who are often without the right to work or secure welfare benefits from Centrelink or Medicare.

During the past 12 months, Sanctuary has provided 20 rooms for asylum seekers at high risk of social exclusion.

The provision of low or no cost accommodation at Sanctuary aims to address the inevitable risk of homelessness for asylum seekers with limited or no income. These men have been forced to flee their home countries due to war, terror, extreme poverty, torture and persecution.

The supported accommodation model at Sanctuary provides on-site casework, community support and pastoral care to residents. These services work to assist clients to set and prioritise their own goals, while identifying and utilising their innate strengths and skills in an empowering manner.

Achievements

Sanctuary's multidisciplinary team provide a range of support services including ongoing advocacy – for example securing more favourable visa conditions and seeking positive outcomes with immigration – and ensuring that all asylum seekers have the best possible legal counsel.

A monthly 'Sanctuary Cooking Night' was implemented in 2008. This program aimed to develop residents' cooking skills as well as address issues of social isolation, loneliness and boredom.

The provision of English language classes at the Brunswick Baptist Church has addressed issues of isolation by helping residents to develop communication skills.

Looking to the future

In 2009, an additional nine rooms will be opened at Sanctuary, helping to address the huge waiting list for services and providing essential accommodation for asylum seekers experiencing or at imminent risk of homelessness.

During 2009, Baptcare will provide financial emergency relief for residents without work rights or an income. The provision of even nominal financial support through supermarket vouchers and Met tickets will assist residents to maintain some dignity and a small sense of independence. To facilitate such an emergency relief program, Baptcare is working to secure significant financial donations from Baptist churches as well as the wider community.



While Tswana is still concerned about the outcome of his application to remain in Australia, in the meantime he is able to remain safe and supported. "Sanctuary has given me hope for a better future. I have returned to studying and it's only less than one year before I complete my course. My Case Manager has helped me feel less depressed and now, days are more fulfilled with the hope that tomorrow will be a better day."

Empowering residents living in our facilities



Baptcare provides care for over 900 residents in its seven residential aged care facilities across Victoria and Tasmania. A continuum of care is provided from independent living through to high-level nursing care. The dedicated and diverse workforce of staff and volunteers are committed to helping residents live life to their full potential.

Achievements

Karingal Community in Devonport, Tasmania became Baptcare's seventh residential aged care facility on 1 July 2008. Karingal Community has 103 high and low care places and 46 independent living units, with a further 22 units under construction. The integration process has been ongoing throughout the year with a major milestone being achieved in May 2009 when Karingal Community achieved 100% compliance in its Accreditation Audit.

The rebuilding projects at Hedley Sutton and St Hilary's were completed this year with St Hilary's opening as a 51 bed high/low care facility in September 2008 and Hedley Sutton opening as a 100 bed high/low care facility with 38 independent living apartments in October 2008.

Baptcare has invested in staff by providing a leadership program for Directors of Nursing and a frontline management program for clinical team leaders.

The aged care sector continues to be challenged in the areas of capital funding, adequate funding indexation and by the continuing shortage of skilled nursing staff. This puts pressure on our operating performance which requires constant monitoring. Despite this, our focus remains on providing quality care to our residents, delivered by caring staff, in high standard facilities.

Looking to the future

Planned future growth will see:

- Further expansion of Baptcare's concessional policy for those who can't afford an independent living unit.
- A dedicated respite care bed at all seven of Baptcare's aged care facilities.



Even though life has changed for Freda, she is now happy in her new home and secure in the knowledge that Baptcare will support her needs, beliefs and values. "It's definitely good to be with an organisation with the same faith as me. Coming to Baptcare was a good choice."

Empowering the financially disadvantaged & homeless

As part of Baptcare's commitment to meeting community need where there are gaps in available services, Baptcare provides affordable housing solutions to financially disadvantaged people and health care for the homeless in selected regions across Victoria.

Affordable housing

Baptcare's affordable housing units are located in Wangaratta and Boronia. The 11 units in Wangaratta are available to financially disadvantaged elderly and the four Boronia units are available to singles and families. To be eligible to live in the units, individuals must meet the public housing financial criteria. In addition, Baptcare provides independent living units and assisted living apartments to elderly people who meet the public housing financial criteria at Strathalan and Westhaven Community.

The affordable housing units offered at all locations were fully occupied during 2008/09 and the number of independent units offered to financially disadvantaged people at Westhaven Community increased to 20% to help meet growing demand. Likewise at Strathalan, additional one bedroom units were made available to people who met the public housing financial criteria.

Baptcare has purchased a block of land adjacent to our affordable housing units in Wangaratta with the view to expanding services in this area.

Services for the homeless

Baptcare is currently providing health care services for homeless people. Following a grant from the Department of Human Services to undertake a project in Moreland, Baptcare commenced discussions with other local service providers regarding partnership opportunities. These discussions led to a partnership with St Vincent De Paul and the establishment of a program providing health checks for the homeless in the Northern metropolitan region of Melbourne.

Initial feedback regarding the homeless project has been positive. The program commenced in March 2009 and has now been expanded to include case management and has been funded by the Department of Human Services until the end of 2009. It is hoped that Baptcare will have the opportunity to continue to provide health care for the homeless to meet the overwhelming demand in the community.

Later this year, the Department of Human Services will be conducting a Funding Growth Consultation Forum where we hope to be able to win ongoing funding to ensure that the homeless project becomes a permanent part of Baptcare's service portfolio.



Empowering people to connect with others, themselves & God



Baptcare's pastoral care team works across residential aged care, community aged care, family services and Sanctuary and provides person-centred, holistic pastoral care, orientated around the needs of the individual and guided by their faith in Christ.



In residential aged care, Baptcare's Chaplains ensure that regular opportunities for worship are available in each facility, and conduct at least two memorial/thanksgiving services in each facility each year to remember residents who have died. The Chaplains also offer informal support for staff and have made many referrals to Baptcare's Employee Assistance Program over the past twelve months.

Achievements

- A review of pastoral care in Baptcare was completed resulting in 18 strategic and operational recommendations to enhance pastoral care practice including quality assurance measures and increasing professionalism.
- Baptcare received a \$15,000 grant from the Healthcare Chaplaincy Council of Victoria to develop a training package for pastoral care volunteers in community aged care.
- The model for pastoral care in community aged care (CAC) was further refined in consultation with

the Healthcare Chaplaincy Council of Victoria. It is anticipated that this will result in better access to pastoral care for clients on CAC packages as well as increased opportunities for local churches to respond to clients in their region.

- Three members of the pastoral care team worked extra hours in response to requests to assist residents/clients outside their normal jurisdiction who were affected by the Black Saturday bushfires.
- Four facilities' chaplains were interviewed as part of the accreditation process and demonstrated effective responses to meeting residents' emotional and spiritual needs.

Looking to the future

A number of key strategic recommendations arising from the pastoral care review process will be implemented over the coming year and include:

- That Baptcare develops an articulated and shared philosophy and theology of pastoral care for Baptcare, grounded in texts that inform our values.
- That discrete space for spiritual nurture is made a priority in residential aged care facilities where possible.
- The implementation of both quantitative and qualitative pastoral care quality assurance and research, to ensure evidence-based pastoral care practice and opportunities to demonstrate Baptcare's leadership in the pastoral care sector.

Volunteers

Baptcare is fortunate to have hundreds of volunteers who dedicate their time and passion to enhancing the lives of residents and clients. The volunteer workforce makes both an economic and social contribution to Baptcare.

Volunteers range from students at school and university to young people, adults, families and retirees. Their support is immeasurable, often facilitating the delivery of a level of care that would not be possible without them.

In 2008/09 Baptcare refined its systems and processes to better support site-based staff who are responsible for recruiting, training and managing volunteers.

Achievements

There is no doubt that without the valuable contributions of volunteers, Baptcare would not be able to offer a comprehensive range of lifestyle activities and care. Volunteers lead devotions and activity groups, provide friendship to socially isolated people, work alongside children with disabilities and provide high levels of support to at-risk children through foster care and in-home placements.

During 2008/09 volunteers were recognised through the awarding of certificates, longevity service awards, special dinners and outings. Of particular significance was the Foster Carer Thank You Function that was held in October.

Looking to the future

In late 2008, a pilot volunteer management program was instigated at Westhaven Community with the appointment of a new staff member to recruit, manage and monitor volunteers. The new program provides volunteers with training and mentoring. Initial feedback from both staff and volunteers has been extremely positive. As Baptcare continues to expand, the challenge as an organisation will be how best to manage and channel the fantastic contributions that volunteers make.

Baptcare would like to thank all those who give their time freely to provide a better quality of life for families, children, people with a disability and the elderly.



Bargain Browsers

Baptcare's Bargain Browser retail stores provided valuable support to local communities since 1969. Following a review of the stores over the past six years, the Baptcare Board made the difficult decision to cease operations of the Bargain Browsers in December 2008.

The decision to close the stores was made after careful consideration of numerous options, and was not taken lightly.

The Bargain Browsers were no longer financially viable or sustainable for Baptcare. Significant increased competition in the op-shop industry made it difficult for Baptcare's Bargain Browsers to break-even. The operation had been in deficit for the past six years given the significant costs of warehousing and inventory. In addition, Baptcare's strategic direction had evolved to accommodate new ways of addressing poverty and disadvantage in the community.

While Baptcare ceased operation of the stores, all stores remained open under new management (excluding the warehouse) and most existing staff are still working at the stores.

The valuable contribution that the Bargain Browser stores made to the local communities in which they operated was acknowledged and honored at a ceremony of thanks in December.

Empowering churches to connect with their community 🌱

Baptcare's Community Ministries Program assists congregations to 'bring care to life' in their local neighbourhoods by supporting congregations to recognise their strengths in caring, the opportunities for local service and the most helpful ways to respond. Through Community Ministries, congregations *become* good news for their neighbours.

This year Baptcare widened the spread of the Seeding Grants Program and extended its consultation with congregations. With Baptcare's support, congregations have 'brought care to life' by:

- Establishing a support group for refugee women and their children from Burma.
- Establishing a volunteer operated Food Bank.
- Setting up and running a shower facility for homeless people.
- Delivering training and encouragement to teenagers from low-income families.
- Extending a mentoring program for at-risk young people in secondary schools.
- Gathering isolated older Spanish people in south-west Melbourne for social and personal support.

Baptcare's grants program has grown. Last year six grants were awarded, totalling \$54,000. This year fifteen grants were awarded, totalling \$154,000.

Baptcare has now provided community ministry consultancy to over 70 churches. This equates to over 35% of all the churches in the Baptist Union of Victoria. Baptcare has also provided direct grants to 10% of all the churches in the Union.

Feedback from congregations who received grants includes:

- "The grant program has been a huge blessing to our church and has allowed us to move forward with reaching out to our community in ways that would otherwise have been difficult and taken us much longer to get started."
- "We are grateful for the assistance received from (your staff) as we dreamed, planned, and received constructive feedback during our application process. The enthusiasm by (them) is infectious and inspiring."



- "Thank you for your generous donation to the work of helping disadvantaged kids and promoting fun, healthy activities as an alternative to risky and destructive behaviours."

Congregations reported over 80% satisfaction with Baptcare's community ministries support, including over 90% with Baptcare's research into community ministry options.

2009/10 will see a further maturing of the community ministries agenda among congregations. Baptcare plans to progress beyond information and consultation with congregations, moving towards longer term partnerships and leadership development.

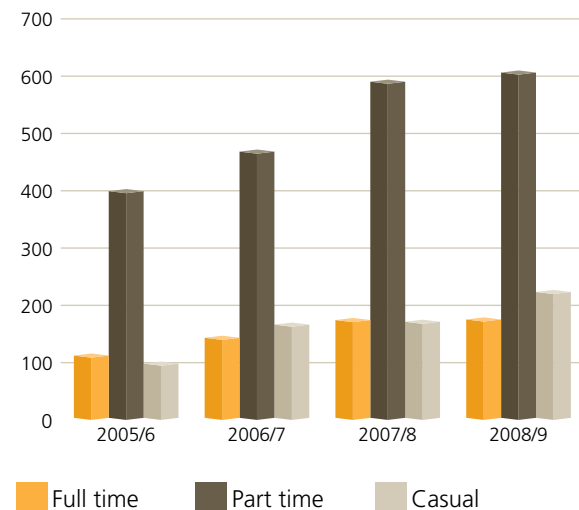
Empowering our people to care for others

Baptcare's employees are at the heart of the goal to 'bring care to life'. Scattered throughout Victoria and Tasmania, Baptcare's employees care, nurture and advocate for the frail and vulnerable. They are rewarded with the smile on the face of an older person, the laughter of a child and the renewed hope and resilience of a family. Baptcare seeks to continually enhance not only the quality of its care delivery but also the experience of employees.

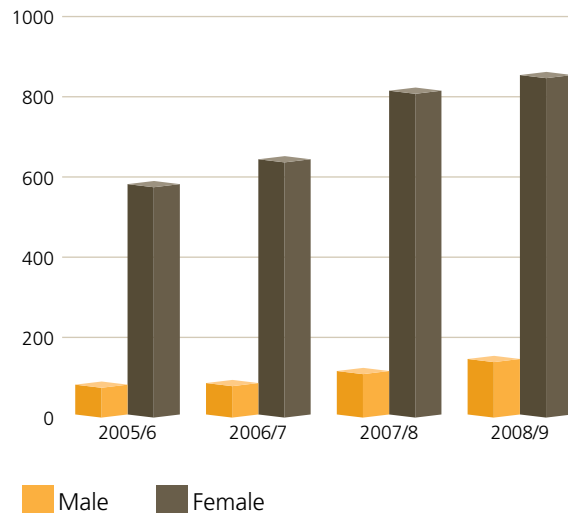


Baptcare has a female dominated workforce, with the majority of employees working part time.

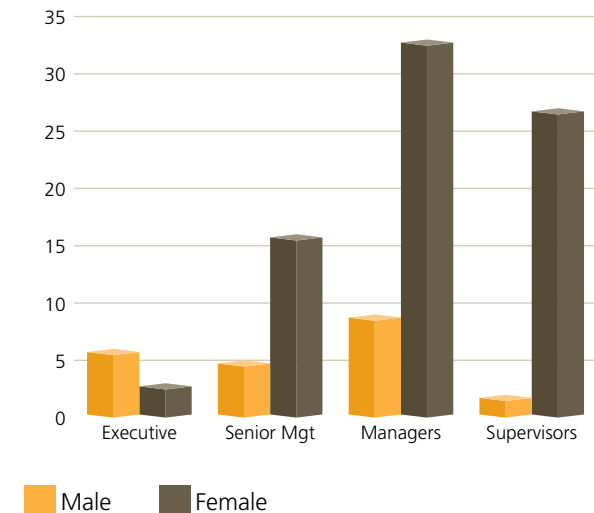
Employment status



Gender breakdown



Gender in management



Our safety record

Baptcare has an excellent safety record thanks to the strong commitment of managers and employees alike. When an employee suffers an injury, the OH&S team work closely with the employee's manager, treating doctor and other health professionals to achieve a timely, safe and ongoing return to work.

The success of Baptcare's approach to OH&S is borne from its Victorian WorkCover performance currently tracking at 56.58% better than the weighted industry average in 2008/09 over the last three years.

In 2008/09, Baptcare implemented the following initiatives to achieve this:

- Implementation and ongoing support of best practice manual handling techniques via the Back Attack program.
- Preparation of safe work instructions for residential aged care lifting equipment.
- Preparation of detailed inherent physical requirement descriptions for core roles.
- Provision of injury management kits to assist sites to deal with work related incidents, injuries and near misses to staff, contractors and volunteers.
- Implementation of the No Occupational Violence And Aggression (NOVAA) program specifically developed to better deal with interpersonal, resident/client and external incidents of aggression/inappropriate behaviour.

In 2008/09 Baptcare recorded continued improvement in the number of workplace injuries and working days lost.

	Over Excess Claims	Days Lost
2004/5 Victoria	12	1003
2005/6 Victoria	6	36
2006/7 Victoria	12	441
2007/8 Victoria	4	156
2007/8 Tasmania	14	1172
2008/9 Victoria	6	450
2008/9 Tasmania	13	84

Providing learning opportunities

Baptcare is committed to empowering people to reach their full potential. A key part of achieving this is the continued development and growth of its people. Baptcare has made significant investments in learning in recent years. The focus for the 2008/09 year was leadership development, clinical excellence training and support, safety training, frontline management training and induction. Over 7,466 internal training hours were provided, with all employees offered access to training. In addition, significant external training has also been attended. Overall, inclusive of trainer and training delivery costs, exclusive of backfill costs, Baptcare invested \$645,417 for the 2008/09 financial year or 0.78% of its overall annual budget on training related costs. That is \$1,173.48 per effective full time employee (550 EFT).

Employee benefits and initiatives

Baptcare values its employees and recognises that employee wellbeing is a vital element in creating caring communities and work spaces. Baptcare provides an employee assistance program to assist employees to overcome personal challenges through access to professional counselling and support. Work-life balance is promoted through flexible work initiatives such as flexible work arrangements, generous leave provisions (including family and paid parental leave) and work from home where possible. Salary packaging is available to all employees, including casuals. Baptcare has a Reward and Recognition Program to reward team work, excellence, exceptional care, innovation and occupational health and safety initiatives and to recognise length of service.



Strategic goals

Baptcare will be a dynamic and innovative provider of caring programs that help individuals to reach their full potential and all our services will have a real Christian flavour. We will actively contribute to improving the systems we work with, we will engage local communities in designing and delivering solutions, we will help shape national agendas for care and we shall continuously improve the quality of everything we do. To see this vision realised, we focus on six key goals:

1

To live our Christian values

Our objective is to express an authentic and vibrant Christian distinctive in all that we do. Our specific strategies are primarily two-fold. Firstly, to increase our pastoral care coverage to all our program areas and secondly, to provide significant resources to assist Baptist congregations to commence caring initiatives to their local communities.

2

To achieve sustainable growth in all service areas

We recognise that significant shifts in expectations are occurring in Australian society regarding consumer preference for modes of care delivery. Two of these are the shift in preference to receiving services in consumers' homes and to having greater involvement in the design and delivery of those services. As a result, Baptcare has adopted strategies that seek to grow community-centric services for the aged, families, children and the disabled.

3

To attract, develop and retain the best people

Baptcare understands that well trained, engaged and motivated employees are the most critical element to the delivery of excellent care. We have adopted a range of specific strategies to attract, retain and develop the best staff.

4

To build our brand

Baptcare is one of the largest and most significant providers of a diverse range of care services to the Victorian and Tasmanian community. We realise that community recognition of our 'brand' is not commensurate with the scale or scope of our services. We seek to re-dress that anomaly through a range of targeted strategies.

5

To deliver the highest quality services to meet the needs of our clients

We seek to deliver services that express a genuine, caring engagement with our clients, but that are also characterised by the highest level of safety and quality possible. Our strategies to this end include integrating our quality systems across diverse program streams and implementing structured risk-management systems.

6

To develop systems that help our people care for others

We aim to deliver improved applications and communications technologies to enhance the quality and safety of our services and to enable our front-line staff to maximise the time they spend working with and for clients.

Governance and the Board



Corporate governance

For over 60 years, Baptcare has provided Christian care to those in need. Today, Baptcare is a public benevolent institution, dedicated to providing care and support to the disadvantaged and vulnerable in the community.

Baptcare is an Income Exempt Charity and has Deductible Gift Recipient status. The organisation's ambassador is Dame Margaret Guilfoyle AC DBC.

Remuneration report

Baptcare's Board members are a dedicated group of individuals who voluntarily attend to the governance of the organisation. As such, no remuneration was paid or is payable to the Directors in their role as Board members.

The senior management team

The Chief Executive is responsible for the day-to-day management of the activities of Baptcare as delegated by the Board. The senior management team meets on a regular basis to develop policies, and monitor strategies, issues and performance.

Governance processes

Baptcare produces a three year strategic plan, annual plans and detailed budgets which are approved and regularly monitored by the Board.

The Chief Executive, senior management team and the Board monitor Baptcare's performance against operating plans and financial budgets. A number of performance indicators are reported

to the Board on a regular basis to enable them to continually monitor the organisation's performance.

The Chief Executive, Board and senior management team are responsible for identifying, measuring and assessing financial, legal, business, environmental and other risks in Baptcare's activities.

Baptcare's constitution requires that proper books of accounts are kept. True and complete accounts are maintained and audited annually by a registered company auditor and the financial statements and the auditor's report are presented before the annual general meeting. In order that monthly management and annual accounts represent best practice and are of the highest standard, Baptcare complies with all applicable Australian accounting standards and guidelines, as well as relevant Corporations Law provisions. Baptcare's auditor is William Buck, Chartered Accountants.

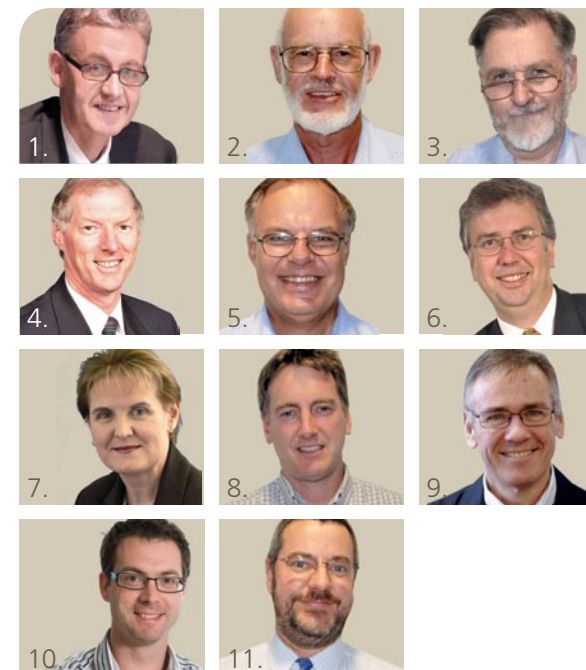
Role of the Board

Meeting monthly, the Board makes decisions that are critical to the ongoing success of Baptcare, including setting the organisation's strategic direction and establishing its policies. The Board is responsible for monitoring the performance of the organisation's activities and overseeing the organisation's financial state. It is also responsible for ensuring that the organisation's risks are adequately managed.

Composition of the Board

During 2008/09, Baptcare had 11 Directors.

1. Mr Peter Francis OAM: Chairman
2. Mr Robert Arnold: Treasurer
3. Mr Ian Warner
4. Mr Charlie Speirs
5. Mr Ross Kemp
6. Mr Philip Curtis
7. Mrs Kerry Bradley
8. Mr Philip Trebilcock
9. Mr Chris McKenna
10. Mr Jon Price (commenced January 2009)
11. Mr Phillip McCallum (until December 2008)



Behind the scenes: Marketing & Communications

Fundraising

The 2008/09 financial year saw a total of \$589,153 raised thanks to the support of 849 donors, trusts, bequestors and sponsors. This represents an increase of 18.8% on the previous financial year – a fantastic validation of value of Baptcare’s programs and services given the expected decrease in fundraising income as a result of the global financial crisis.

Of Baptcare’s donors in 2008/09, 139 were first-time donors, which represents an increase of 85% on the 2007/08 financial year and is an indication of Baptcare’s growing presence in the community.

This financial year, 53% of Baptcare’s fundraising income was sourced from trusts and foundations, 33% from individuals, 1% from bequests, 10% from sponsorship and events and 3% from Baptist churches. This represents a shift towards an increasing number of donations from individuals, again reflecting Baptcare’s growing community presence.

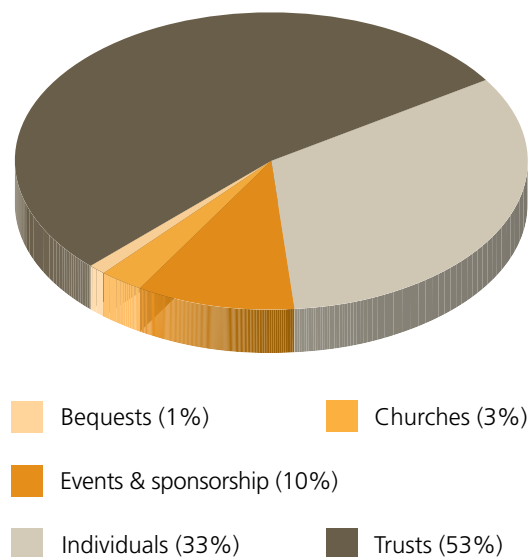
Following the implementation of Baptcare’s new Bequest program in 2007/08, the number of confirmed bequests has grown significantly. As part of the Bequest program, an annual Supporter Thank You Function was established to honour and thank our dedicated donors, volunteers and sponsors.

Baptcare’s annual fundraising event was altered this year – instead of the usual Christmas Gift Wrapping Stalls, a Golf Day was held. The day was a fantastic success with over \$52,000 raised (an increase of over \$20,000 on the 2007 Gift Wrapping Stalls).

In addition to Baptcare’s standard fundraising program, an emergency appeal was launched in partnership with the Baptist Union of Victoria to provide immediate relief to the survivors of the devastating Victorian bushfires. The appeal received an overwhelming response; over \$1.3 million was raised thanks to the support of over 2,500 individuals and groups. These funds were distributed through Baptist Churches in affected areas to those who had lost either homes, possessions or loved ones.

Thank you to all Baptcare’s generous supporters over the 2008/09 financial year.

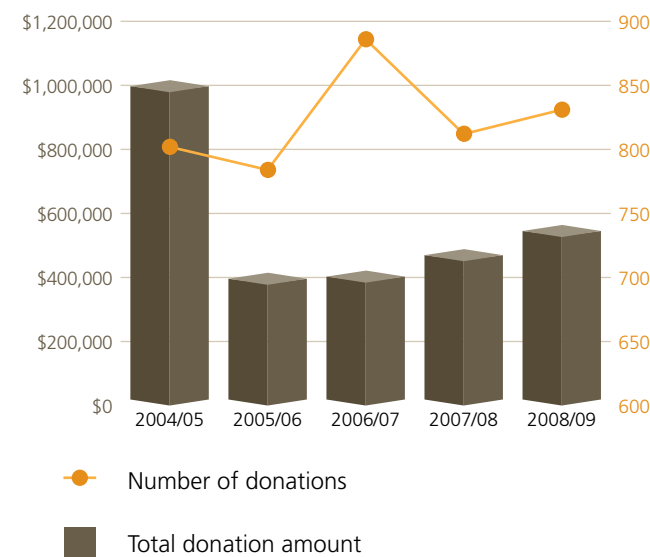
Sources of fundraising income



Marketing and Public Relations

The focus for 2008/09 was establishing a marketing and communications strategy that clearly links marketing objectives to the achievement of organisational goals. The strategy has now been finalised and sets out four key marketing goals for the coming three years. These goals are focussed around increasing Baptcare’s presence within the Baptist marketplace, enhancing Baptcare’s employer brand, strengthening internal communications/engagement and growing income from fundraising and other sources.

Fundraising income results



Quality & Risk

Quality Governance

As well as the numerous continual improvement activities that occur each day across all areas of Baptcare, considerable effort has been undertaken to reflect on and address the key strategic questions of:

- How should Baptcare go about ensuring that it delivers the highest quality services to meet the needs of clients and residents?
- What quality systems are needed to support Baptcare's delivery of high quality care for others?

The achievement of a sustainable and whole-of-organisation approach to these key questions was significantly progressed through a quality workshop with 70 of Baptcare's managers. This workshop provided an opportunity for Baptcare's strategic and operational leaders to:

- Reflect on and define high quality care for Baptcare.
- Look at themes across Baptcare's quality approaches.
- Recognise and acknowledge the similarities and differences between divisions across the organisation.
- Identify the information flow, structures and processes required to support sustainable quality improvement.

- Create the goals and priorities that will lead to high quality care for residents and clients.

The outcomes of the workshop have provided a solid platform for additional work over the year to shape an increasingly cohesive quality program across Baptcare. An organisation-wide quality framework and strategy is soon to be implemented.

Risk Management

In 2008/09, progress continued towards the delivery of a structured risk management framework. This involves the completion of a series of predefined and sequential steps that cover:

- Risk management governance.
- Framework documentation.
- Risk management information systems.
- Risk and risk management reporting.

The following elements have been completed:

- Risk management roles and responsibilities.
- Risk management matrix (i.e. likelihood and consequence tables).
- Risk management and risk reporting templates.

IT



During 2008/09 Baptcare updated the organisation's IT strategy with the aim of better supporting Baptcare's people to care for residents and clients. The IT team made the following changes:

- The IT department was re-structured to include a planning, delivery and operations function;
- The IT strategy was refreshed and re-aligned with Baptcare's corporate goals;
- A new Project Management Framework was developed (based on Prince2) which is being rolled out across the organisation; and
- A range of new software applications were implemented including an online training and induction system and SharePoint.

Over the coming four years, Baptcare's IT team will be implementing a range of new integrated systems across the organisation to assist Baptcare's people to deliver exceptional care to clients and residents.

Financial overview

As the graphs opposite illustrate, 76% of Baptcare's revenue comes from Commonwealth and State governments, 18% from client fees, and the balance from donations, interest and other sources. The vast majority of expenditure comprises wages and client costs (73%) and building-related costs (16%).

Baptcare remains in a very strong financial position with a modest underlying surplus, excellent cash flows, good quality buildings and a sustainable business model with strong growth.

Baptcare's operating surplus of \$24 million was significantly higher than last year (\$4.4 million) as a result of two one-off transactions, namely a book profit on the acquisition of Karingal Care Services (\$14 million) and profit on sale of the former Hedley Sutton aged care facility (\$8.2 million). Excluding these events, Baptcare's underlying surplus was \$1.8 million. Although Baptcare is a not-for-profit organisation, it needs to make a modest surplus each year to sustain its charitable activities in the long term and to provide for the future replacement of its buildings (valued at \$71 million).

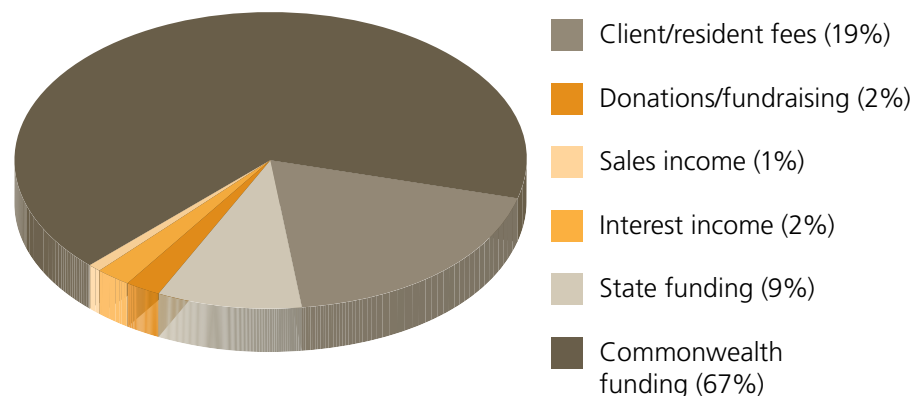
Baptcare must maintain a surplus in order to remain sustainable and to allow for growth and development. Specifically, a surplus is required to: maintain our ability to provide services for those who can't afford them; deliver new programs that aren't supported by other organisations or government; prove that we are financially sustainable to funding bodies in order to secure new funding and to improve the quality of our facilities. When viewed as a percentage of income, Baptcare's surplus remains relatively small at around 5%.

Financial Performance	Year Ended June 30, 2009	Year Ended June 30, 2008
Revenue	106,467,612	69,132,489
Expenditure	(82,460,515)	(64,709,998)
Net Surplus	24,007,097	4,422,491

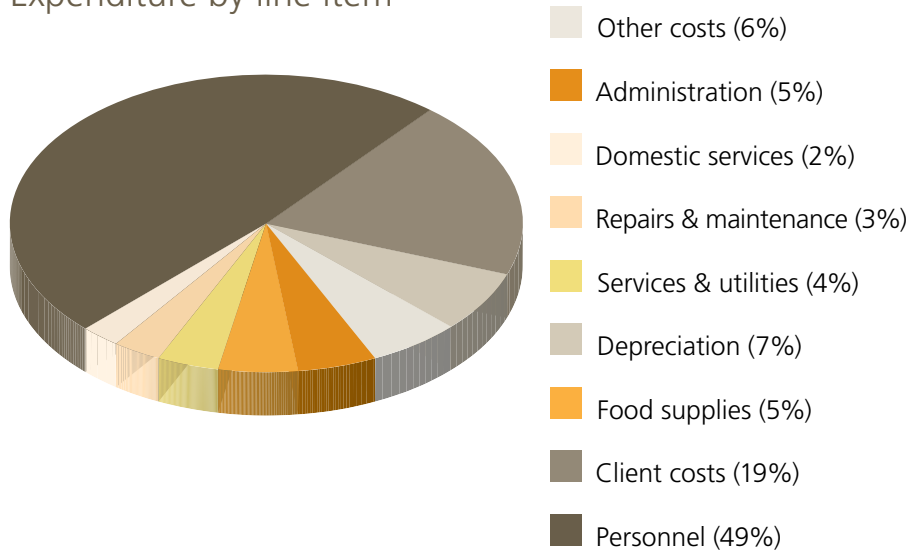
Financial Position		
Total Assets	193,432,915	138,022,661
Total Liabilities	107,119,290	75,716,133
Net Assets/Equity	86,313,625	62,306,528

Cash/Investments	45,301,836	12,695,824
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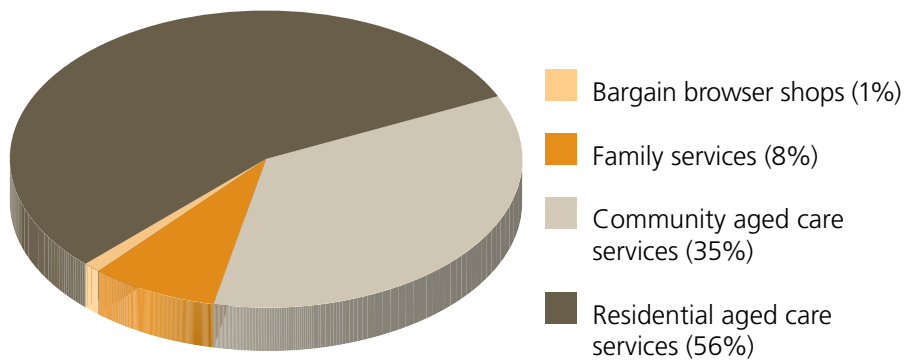
Sources of revenue



Expenditure by line item



Expenditure by service segment



Thank you to our supporters

Auxiliaries & support groups

Friends of Strathalan
Friends of Westhaven
Hedley Sutton Community
Hedley Sutton Auxiliary
Hedley Sutton Ladies Auxiliary
Karana Auxiliary
Karingal Auxiliary
Northaven Ladies Auxiliary
Orana Auxiliary
Strathalan Craft Group
Strathalan Residents' Committee

Churches

Aberdeen Street Baptist
Aberfeldie Baptist
Albany Baptist
Aldgate Baptist
Ali Curung Baptist
All Nations Christian Church
Anglesea Christian Fellowship
Armadale Kelscott Baptist
Armidale District Baptist
Ashfield Chinese Baptist
Attadale Baptist
Augusta-Margaret River Baptist
Australind Baptist
Avoca & District Baptist
Bacchus Marsh Baptist
Ballina Baptist
Balwyn Baptist
Bankstown Baptist
Bathurst Baptist
Baulkham Hills Baptist
Bayside Baptist
Beaconsfield Baptist
Beauesert Baptist
Beaumaris Baptist
Beenleigh and District Baptist
Bega Baptist
Belconnen Baptist
Bellevue Baptist
Belmont Baptist
Bentleigh & Korean Baptist
Bentley Baptist
Bermagui Baptist

Berwick & Nazaret Baptist
Beverly Hills Baptist
Birkdale Baptist
Bli Bli Baptist
Boloela District Baptist
Boonah Baptist
Box Hill Baptist
Bracknell District Baptist
Bridgeman Baptist Community Church
Broome Baptist
Brunswick Baptist
Bulleen Baptist
Bundaberg Baptist
Bundaberg West Baptist
Burnie Baptist
Busselton Baptist
Caboolture Baptist
Cabramatta Baptist
Camberwell Baptist
Camden Baptist
Campbelltown City Baptist
Canberra Baptist
Cannon Hill Baptist
Canterbury Baptist
Cardiff Heights Baptist
Carlingford Baptist
Castle Hill Baptist
Castlemaine Baptist
Central Baptist
Central Chinese Baptist
Cessnock Baptist
Chapel Street Baptist
Chelsea Baptist
Cheltenham Baptist
Chidlow Community Church
Chinese & Australian Baptist
City Tabernacle Baptist
Clare Baptist
Claremont Baptist
Clarence Baptist
Cleveland Baptist
Clifton Springs Baptist
Clontarf Baptist
Cloverdale Baptist
Community of the Transfiguration
Cooktown Baptist Fellowship

Copper Coast Community Church
Cornerstone Christian Fellowship
Coromandel Baptist Inc
Corowa Baptist
Corryong Baptist
Cranbourne Baptist
Cranbrook Baptist
Crest Community Baptist
Cronulla Baptist
Crows Nest Japanese Christian Church
Croydon Hills Baptist
Culburra Baptist
Dalby Baptist
Dapto Baptist
Darebin Samoan Baptist Fellowship
Deception Bay Baptist
Denmark Baptist
Derby Baptist
Devonport Baptist
Doveton Baptist
Doyalson Baptist
Drouin Baptist
Dungog Baptist
Earlwood Baptist Greek Church
East Doncaster Baptist
Eastern Chinese Baptist
Eastwood Baptist
Echuca-Moama Baptist
Eltham Baptist
Emmaus Baptist Community
Enoggera Baptist
Epping Baptist
Erina Community Baptist
Esperance Baptist
Etalong Baptist
Faith Christian Community Church
Ferntree Gully Baptist
Filipino Baptist
First Romanian Baptist
Footscray Baptist
Forster District Baptist
Frankston Forest Baptist
Frenchs Forest Baptist

Gateway Baptist
Gateway Family Church
Gawler Baptist Inc
Geebung Baptist
Georges River Community Baptist
Girrawheen Baptist Inc
Gladstone Baptist
Glen Osmond Baptist
Glenroy-Oak Park Baptist
Global Mission Church of Gold Coast
Gloucester Baptist
Gnowangerup Baptist
Gold Coast Christian Family Church
Golden Grove Baptist
Gosnells Baptist
Grace Baptist Community Church
Grace Romanian Baptist
GracePoint Christian Church
Grange Baptist
Granville Baptist Greek Church
Greenacre Baptist
Greenslopes Baptist
Grovedale Baptist
Gundagal Baptist
Gunnedah Baptist
Gymea Baptist
Hackham Baptist Inc.
Hallett Cove Baptist
Hamilton Baptist
Hampton Baptist Community Church
Heathcote Engadine Baptist
Heathmont Baptist
Hertford Street Baptist
Hope of Life Baptist
Hornsby Heights Baptist
Hosanna Logan City
Howard Baptist Fellowship
Hughes Baptist
Hurlstone Park Vietnamese Baptist
Indonesian Baptist Congregation Fellowship
Ipswich Baptist
Islington Baptist

Ivanhoe Baptist
Kalbar Community Baptist
Kalgoorlie Baptist
Kangaroo Flat Baptist
Karen Baptist
Karratha Baptist
Katoomba Baptist
Kempsey Baptist
Keperra Baptist
Kerang Baptist
Kew Baptist
Kilsyth South Baptist
Kingsville Baptist
Kruger Parade Baptist
Kununurra Baptist
Kurri Kurri Baptist
Kyabram Baptist
Laidley Baptist
Lakes Entrance Baptist
Lakeside Baptist
Leichhardt Baptist
Lismore Baptist
Lithgow Baptist
Liverpool Baptist
Longreach Baptist
Lower Barrington Baptist
Maida Vale Baptist
Maldon Baptist
Mannum Baptist
Maranatha Romanian Baptist
Maroochy Baptist
Maryborough Baptist
Mayfield Baptist
Medowie Baptist Community Church
Melbourne Chinese Baptist
Merrylands Baptist
Metford Community Baptist
Millgrove Baptist Church
Minden District Baptist
Mitcham Baptist
Molong District Baptist
Moolap Baptist
Moonee Ponds Baptist
Mooroolbark Baptist
Mordialloc Baptist
Moree Baptist
Morphett Vale Baptist
Morwell Baptist

Mount Isa Baptist
Moura Baptist
Mudgee Baptist
Murrumbidgee Baptist
Nambour Baptist
Nambucca Baptist
Nanango Community Baptist
Narrabri Baptist
Narraweena Baptist
Narromine Baptist
Nelson Bay Baptist
New Lambton Baptist
NewHope Community Care Inc.
Newmarket Baptist
North Balwyn Baptist
North Beach Baptist
North Haven Baptist
Northcote Baptist
Norton Summit Baptist
Ocean Grove Baptist
Orana Baptist
Orange Baptist
Pakenham Baptist
Pambula Baptist
Parkerville Baptist
Parkholme Baptist Inc
Parks Baptist
Parkside Baptist
Parramatta Baptist
Pennant Hills Baptist
Perth Baptist
Perth Chinese Baptist
Pleasant Street Baptist
Plenty Valley Baptist Community Church
Port Campbell Baptist
Port Kembla Baptist
Rathmines Neighbourhood Church
Regent Baptist
Regents Park Community Church
Reservoir Baptist
Riverland Baptist
Riverton Baptist Fellowship
Rockhampton Baptist Tabernacle
Rosalie Baptist

Rosanna Baptist
 Rosewood Baptist
 Rostrevor Baptist
 Rowville Baptist
 Salisbury Baptist Incorporated
 Sandringham Baptist
 Sandy Beach
 Community Baptist
 Sans Souci Baptist
 Seaton Baptist Inc.
 Silkstone Baptist
 Slavic Evangelical Baptist
 Smithton Baptist
 South Perth Baptist
 Southern Cross Community
 Church
 Southport Baptist
 St Clair Baptist
 St Mary's Baptist
 Staffor Heights Baptist
 Summerhill Baptist
 Sunbury Baptist
 Sunnybank District Baptist
 Sussex Inlet Baptist
 Swansea Baptist
 Sydenham Baptist
 Syndal Baptist
 Tamworth Baptist
 Taree Baptist
 Taroona Baptist
 Tarro-Beresfield Baptist
 Temora Baptist
 Templestowe Baptist
 The Anglican Diocese
 of Melbourne
 Thronlie Baptist
 Thurgoona Baptist
 Toodyay Baptist
 Toowoomba Northside Baptist
 Toronto Baptist
 Torquay Christian Fellowship
 Tottenham Bi-Lingual Baptist
 Townsville District Baptist
 Tuggeranong Baptist
 Ulverstone Baptist
 Victor Harbor Baptist
 Victoria Point Baptist
 Victorian Chin Baptist

Vietnam Grace Church
 Brisbane Inc
 Vietnamese Congregation
 of Syndal BC
 Vietnamese English Baptist
 Wandin Baptist
 Waratah Christian Community
 Warners Bay Baptist
 Wattle Grove Baptist
 Waverley Baptist
 Wembley Downs Baptist
 Wendouree Baptist
 Wentworthville Baptist
 Werribee Baptist
 West Beach Baptist
 West Croydon United Church
 Westbury Baptist
 Western District Chinese
 Christian Church
 Western New Community
 Baptist
 Whitsunday Baptist
 Whyalla Baptist
 Williamstown Baptist
 Wingham Baptist
 Wodonga District Baptist
 Wondai-Proston Baptist
 Woodvale Baptist
 Wynyard Baptist
 Wyong Baptist
 Yagoona Baptist
 Yeoval District Baptist
 Yolla Baptist
 Yuendumu Baptist

Church groups

Asia Pacific Baptist Aid
 BU Mission In Victoria
 Fellowship
 Camberwell Chorale
 Camp Wilkin – Baptist Centre
 Essendon World Day of Prayer
 Fusion Australia
 Korean Women's Group
 North Balwyn Baptist
 Friendship Club
 Rockhampton Baptist
 Tabernacle Crafts

Silkstone Baptist Over
 50s Club
 Southern Mallee Co-operative
 Parish
 The Cottage Op-Shop
 Ulverstone Baptist Women's
 Fellowship

Corporate supporters

AccessPay
 Adapt Heating & Cooling
 AE Smith
 Aldis Nursing Home
 & Tinsley Hostel
 Alert Tech
 Allen Foundry Co Pty Ltd
 Aluform Window Shutters
 Aminya Care
 Anglo Italian Holdings
 Australian Home Care
 Back2health Chiropractic
 Baplink
 Baptist Community Services –
 NSW & ACT
 Baptist Foundation of NSW Ltd
 Baptist Investments & Finance
 Pty Ltd
 Baptist Union of Australia
 Baptist Union of NSW
 Baptist Union of Queensland
 Baptist Union of Victoria
 BCS Southern Regional Office
 Benjamin James Motors
 Bortolotto Plumbing Service
 Brookfield Village
 Brookville Chinese Seafood
 Restaurant
 Brownesholme Village
 Caloola Centre for Aged Care
 CGU Worker's Compensation
 Vic Limited
 City West Water
 Colorpoint
 Control & Design P/L
 Corporate Express Australia
 Limited
 D&A Pulitano Constructions
 Pty Ltd

Dentoh & Associates Pty Ltd
 Dunn & Bastow Complete
 Dental
 Dynobiz Pty Ltd
 Electech
 Elegant Dental Solutions
 Endeavour Industries
 Evoco Design
 Ferguson Fforde Miller
 Floorworld Camberwell
 Glen Funerals Pty Ltd
 Hatrageous Headwear
 Health Super
 Hesta Super Fund
 Icare Solutions
 Illoura Hostel
 Jacksons Nature Works
 Jenanda Foundation
 JK's Fitness
 Joseph's Chain Pty Ltd
 Kelly & Kelly Property
 Laundry Solutions Australia P/L
 Lifehealthcare
 Linkron Pty Ltd
 M.R Computer Supplies
 Millers Plumbing Pty. Ltd.
 Mission Enterprises
 Blackburn Ltd
 Nationwide Health & Aged
 Care Services
 Nursing Australia
 P&D Richards Pty Ltd
 Peffer Pastoral Co Pty Limited
 Physiotherapy On the Move
 Pyove Pty Ltd
 Queensland Baptist Care
 Rachdan Pty Ltd
 Rolsh Productions
 Scott Insurance Consultancy
 Pty Ltd
 Sentinel Fire Services
 Soul Australia
 Star21
 Sunshine Honey Pty Ltd
 Tasmanian Seafoods staff
 Tear Australia
 Technick Consulting Pty Ltd
 Templestowe Orchards
 The Mad House

Upstream Technology
 Victoria Park Painting Service
 Victorian Chemical Company
 Village Baxter
 VIP Plumbing VIC Pty Ltd
 Vivir
 Walkers Transport
 West Beach Residential
 Windolf Bros Pty Ltd

Service & social clubs

Aminya Village Social
 Committee
 Devonport Lions Club
 EMA Social Club
 English Club
 Girdlestone Neighbourhood
 Watch
 Kerang Bowling Club
 Kerang Country Women's
 Association
 Know Your Bible
 Lions Club of City of
 Devonport Inc.
 Lions Club of Forth Valley
 Lions Club of Murrabit &
 District Inc
 Port Sorell Lions Club
 Rotary Club of Devonport
 Rotary Club of Devonport
 South-East Inc.
 Rotary Club of Kerang
 Sercom Men's Auxiliary Bapt.
 Comm. Serv.
 The Country Women's
 Association of Vic
 VBCCTA
 VBCCACNAI
 Wesley Vale Women's
 Association
 Willandra Village Council
 Willandra Village Council
 Handcraft

Schools

Bedford College
 Carey Baptist Grammar School
 Strathcona Baptist Girls'
 Grammar School

Trusts & foundations

ANZ – Victorian Community
 Foundation
 ANZ – Hector Waldron
 Pride Trust
 Flora & Frank Leith
 Charitable Trust
 Fourth Watch Trust
 Genade Family Trust
 Ian Rollo Currie Estate Fdn
 Perpetual Trustees
 Australia Limited
 Roland View Estate
 The Jack Brockhoff Foundation
 The Lane Family Trust
 William Angliss (Vic)
 Charitable Fund
 Wray Discretionary Trust

Special purpose grants

Lord Mayor's Charitable Fund

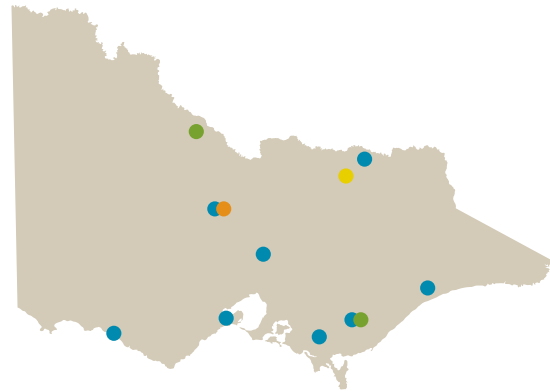
Bequestors

Thank you, sincerely, to all
 those people who have made
 a bequest to Bapcare in
 their Will.

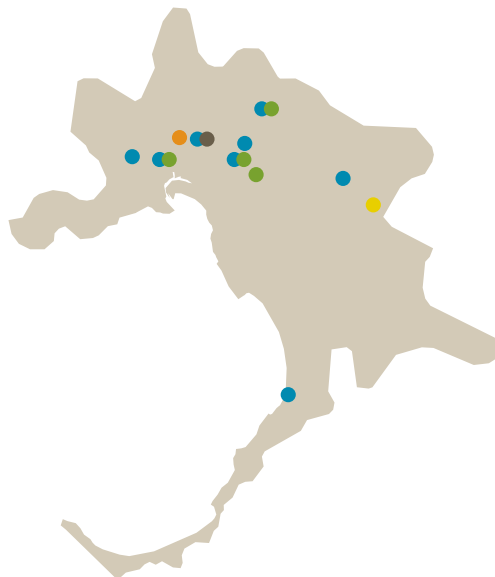
Our locations

- Residential Aged Care facilities
- Community Aged Care offices
- Family Services offices
- Sanctuary asylum seeker housing
- Affordable housing

Victoria



Metropolitan Melbourne



Tasmania



“There are different kinds of gifts, but the same Spirit distributes them. There are different kinds of service, but the same Lord. There are different kinds of working, but in all of them and in everyone it is the same God at work.”
– 1 Corinthians 12:4–6
(New International Version)

How you can help



You can help Baptcare achieve its vision of 'caring communities for all'. With donations of money, time, resources or ideas you can make a real difference to the lives of people in need.

Make a donation

Financial donations are welcomed and can be made by calling Baptcare on 03 9831 7222 or visiting www.baptcare.org.au. Cheque and money order donations can be mailed to Baptcare's central office. All donations over \$2 are tax deductible.

Volunteer

Volunteer and contribute to our vision of creating caring communities for all. Please contact our Volunteer Coordinator on 03 9831 7222.

Subscribe

Subscribe to Baptcare's quarterly newsletter 'About' or our e-newsletter by calling the marketing and communications department on 03 9831 7222 or visiting www.baptcare.org.au.

Leave a bequest

As a service to our supporters, Baptcare has produced an informative booklet that explains the importance of having an up-to-date Will. By leaving a gift to Baptcare in your Will, you will have a lasting impact, supporting vulnerable people for years to come.





**Igniting the flame
of human vitality**

General enquiries

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Community aged care services

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Residential aged care services

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Sanctuary

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Community Ministries

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Affordable Housing

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www.baptcare.org.au