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Caring for individuals in our community

From our Baptist heritage where local Baptist communities came together to care for others in need, Baptcare's strength has been built on the ability to unify diverse and individual passions. Through commitment to working together we ensure that communities are strengthened and that no one is left isolated, lonely or in need.

Baptcare's mission

Excellence in Christian care for individuals, families and the community.

Baptcare's vision

...caring communities for all...

Purpose

Baptcare is a not-for-profit organisation that strives to improve the lives of the aged, families, youth, children and asylum seekers through the provision of caring services.

Baptcare integrates a holistic approach to care for each and every individual regardless of their faith, financial situation, cultural or lifestyle backgrounds.





Our services

Baptcare provides services to thousands of Victorians each year including the elderly, children, families, people with a disability and asylum seekers.

Family services

Baptcare's family services division, Abercare, cares for children, families and people with a disability. Abercare's main focus areas are:

Disability services.

Family support services.

Home based care.

Early years intervention.

Residential aged care

Baptcare's six residential aged care facilities care for over 750 older Victorians and offer a variety of:

Independent living units.

Assisted living and lodge accommodation.

High and low care options.

Respite.

Dementia specific care.

Community aged care

Baptcare's community aged care services are available to a wide range of older Victorians and people with a disability and include:

Community Aged Care Packages (CACP).

Extended Aged Care at Home (EACH) packages.

Extended Aged Care at Home Dementia (EACH D) packages.

Church Nursing Service (CNS).

Day Therapy.

Day Centres.

Respite.

Special needs.

Pastoral care

Spiritual support and comfort at times of distress, loss and grief.

Opportunities for worship.

Spiritual exploration and guidance.

Community ministries

Baptcare's community development approach supports congregations by:

Raising awareness of community ministries initiatives.

Identifying opportunities for community ministries.

Supporting partnerships and networks.

Offering leadership through conferences and research.

Seeding grants to assist congregations to meet local community needs.

Op shops

Baptcare owns and operates five Bargain Browser retail stores.

The stores are located in:

- Ashwood
- East Ringwood
- Tottenham
- Yarraville
- Ballarat

eekos, a pilot 'ethical and earth-kind op shop' is located in Brunswick.

Affordable housing

Sanctuary, supported accommodation for asylum seekers.

Swan court in Wangaratta provides 11 units with two, three and four bedrooms.

Five single bedroom units at Boronia are available to people that are 55 years and over.

We value: JUSTICE

We value equality of opportunity and consistency of outcome for all.



Chairman and Chief Executive's Report

Baptcare's leaders aim to continuously develop the organisation to increase its capacity to meet the needs of vulnerable Victorians. This aspiration is inspired by Jesus' teaching in the Parable of the Talents (Matthew 25: 14-30). We seek, through a proper balance of responsibility, creativity and risk-taking, to achieve excellence in the delivery of existing services and to develop the organisation for the benefit of future generations. The 2007-2008 year was one during which we made significant progress on achieving these goals. We built on past achievements and applied lessons from previous challenges as we sought to 'bring care to life' through the provision of excellent Christian care to individuals, families and the community.

The actionable plans against which progress was measured remained substantially the same as those of previous years. In summary these were:

1. To 'live our Christian values', a key strategy of which was to support Baptist churches seeking to deliver caring initiatives to their local communities;
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

In addition to continuing to auspice the Victorian Baptist Drought Relief Appeal (in partnership with the Baptist Union of Victoria), Baptcare initiated a Community Ministry Grants program and a Church Seeding Grants program during the year. As part of the latter, Baptcare provided almost \$90,000 in grants for new, innovative caring initiatives of Baptist churches to those in their local communities. The most significant example of a community ministry commenced during the year was the 'Sanctuary' housing initiative operated in collaboration with the Brunswick Baptist Church. This initiative - the first of its kind in Australia - provides transitional housing to 20 male asylum seekers on 'Bridging E-Visas', one of the most vulnerable and at-risk groups in the Australian community. It operates in partnership with the Hotham Mission Asylum Seeker Project and is funded entirely independently of government support.

Growing our services

Baptcare was allocated 121 community packages (e.g. Community Aged Care Packages, Extended Aged Care at Home packages and Extended Aged Care at Home Dementia packages) in the 2007 Aged Care Allocation Round. This was, for the fifth successive year, the largest allocation to any care package provider in Victoria, thus maintaining our position at the very forefront of packaged community care service provision in the state.

In relation to family and children's services, Baptcare commenced a very innovative 'Early Years - Learn, Play, Talk' program, targeted at supporting families with children diagnosed with autism and/or global developmental delays on central, state government registries waiting for initial services. Baptcare also commenced its second 'Home-Start' program, aimed at supporting socially-isolated families with young children, in Bendigo. Neither of these programs currently attracts any form of government funding.

Committing to excellence

Our dedicated staff make it their mission to 'go the extra mile' for those in their care. This is characterised by an intrinsic, person-centred commitment to caring, and not by a desire for individual recognition. It is however a testament to the quality and commitment of our staff for Baptcare to receive external awards for excellence. During the 2007-2008 year, Baptcare received the following awards:

- Winner – Federal Minister's Award for Excellence in Aged Care: Training and Staff Development.
- Finalist – Victorian Minister's Early Years Award.
- Finalist – Bendigo Bank Moonee Valley Excellence Awards.



As regards residential aged care, continued progress was made during the year on the re-building of both St Hilary's (Morwell) and Hedley Sutton (Camberwell). These facilities are scheduled to open in September and October 2008, respectively.

In June 2008, we were thrilled to announce that Bapcare would expand its aged care services interstate for the first time following a merger with Tasmanian-based Karingal Care Services, with Karingal Community aged care facility, and Orana day and respite centre due to become part of Bapcare on the first of July 2008.

In June 2008, Bapcare was honoured to have the Federal Minister for Ageing, the Hon Justine Elliot MP, launch the ground-breaking '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. This 12 month longitudinal study was the first of its kind to examine the changing health status and wellbeing of clients receiving Commonwealth funded community care packages.

The residential aged care sector had a victory of sorts when, in the lead up to the 2008 Federal Budget, the 'Conditional Adjustment Payment' or 'CAP' 1.75% base funding top-up, that was due to expire on 30 June 2008, was extended for another year. However, no commitment has been given by government to extend that provision into 2009-2010 and beyond. The impact of the removal of the CAP would be devastating on the sector and ultimately to those in our care. This, coupled with the continued uncertainty over the impact of; the new 'Aged Care Funding Instrument' (introduced in March 2008); the Commonwealth Government's inadequate capital funding model for high-care residential aged care; the continuing shortage of skilled nursing staff and aged care workers generally; the structure and inadequacy of community aged care funding levels as client dependency continuously rises; and, the patently unsustainable method by which the government's index funding to take account of real cost increases, means we must remain continually vigilant over our direction and underlying performance.

The need for our caring services has never been greater. According to the latest population projections released by the ABS, the number of people aged 85 years and over is likely to increase rapidly over the next 50 years, from 344,000 people in 2007, to about three million people in 2056.

By then, people aged 85 years and over will make up 7% of Australia's population. Perhaps less well known is the growing need for support services for children and families. We continue to see rising rates of income inequality, family breakdown, loneliness and social isolation.

Continued development in all our service areas will require a commitment to ongoing change and innovation. It is an endeavour to which we continue to be called to make a distinctively Christian contribution. To achieve this, we remain dependent upon the commitment of our staff, volunteers and the faithful support of our donors to underpin the ability of Bapcare to create 'caring communities for all'. We close by thanking all of you for your dedication and support.



Peter R Francis OAM
Chairman of the Board



Jeff Davey
Chief Executive

Highlights and achievements

- Bapcare won the national 2007 Minister's Award for Excellence in Aged Care in the category of Training and Staff Development.
- Bapcare's family services division, Abercare, was listed as a finalist in two separate awards; the Minister's Early Years Awards (improvements in parent's capacity, confidence and enjoyment of family life), and the Bendigo Bank Moonee Valley Excellence Awards.
- In the 2007 Aged Care Approvals Round, Bapcare received the largest number of community packages in Victoria for the fifth year running.
- Abercare commenced a new and innovative Early Years program that meets the needs of children with developmental delays and Autism who are on a central waiting list for an early intervention service.
- In partnership with Hotham Mission Asylum Seeker Project and the Brunswick Baptist Church, Bapcare opened 'Sanctuary', a facility that provides housing, case management and pastoral care for asylum seekers.
- The Home-Start program was expanded to Bendigo. Home-Start is a volunteer visiting program where volunteers support young families facing hardship. The Home-Start program is offered world-wide, with Abercare managing the only two programs within Victoria.



- Bapcare launched the Church Seeding Grants program that makes grants of up to \$10,000 available to Baptist churches to assist them to commence caring initiatives to their local communities. The Church Seeding Grants program is part of Bapcare's strategic goal to 'live our Christian values'.
- Bapcare launched the results of 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, it examined the changing health status and wellbeing of clients receiving Commonwealth funded community care packages through Bapcare over a 12 month period.
- Bapcare expanded its services interstate for the first time to Tasmania following the merger with aged care provider Karingal Care Services. The expansion means that, from July 2008, Bapcare cares for over 850 elderly residents and provides community aged care to over 2000 individuals.



We value: COMMITMENT

We value dedication to meeting the challenges of our mission.



Strategic goals

We will be a dynamic, innovative and growing provider of caring programs across the state, with a real Christian flavour to all our services. 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:

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.

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, Baptistcare has adopted strategies that seek to grow community-centric services for the aged (e.g. Community Aged Care Packages and Extended Aged Care at Home packages) and for families, children and the disabled (through Abercare Family Services).

To attract, develop and retain the best people

Baptistcare understands that well trained, engaged and motivated staff is 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. These strategies include enhancing our staff training and development initiatives, improved salary packaging and other non-salary benefits, and improving communication with and thus engagement of our staff through technology.

To develop systems that help our people care for others

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

To build our brand

Baptistcare is one of the largest and most significant providers of a diverse range of care services to the Victorian 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 involving advertising, marketing and sponsorship, including in Baptist-specific, employment-related and more generic arenas.

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.



We value: INTEGRITY



We value consistency between word and deed.

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, 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 2007/08, Baptcare had 11 directors.



Mr Peter Francis OAM: Chairman

Mr Francis has been a Baptcare Board member and Chairperson since August 2003. Mr Francis holds the qualification of Bachelor of Law (Honours), Masters of Law, Bachelor of Arts and a Graduate Diploma of Intellectual Property. Mr Francis is a partner in a Melbourne law firm and has been a practising lawyer for 30 years. He is a member of St Columbs Anglican Church in Hawthorn.



Mr Charlie Speirs: Deputy Chairman

Mr Speirs has been a Baptcare Board member in the role of Deputy chairperson since June 1995. Mr Speirs holds the qualifications of Diploma of Civil Engineering, Post Graduate Diploma of Labour Relations and Masters of Business Administration. He has spent 23 years in operations and general management at Loy Yang Power Ltd. Mr Speirs is a member of Traralgon and District Baptist Church.



Mr Robert Arnold: Treasurer

Mr Arnold has been a Baptist Board member since April 2002. Mr Arnold holds an Associate of Theology and is a Fellow of Certified Practising Accountants in Australia. Mr Arnold is the founding director and current director of the Fairer Land Tax Association Inc. Mr Arnold is also Director of Strathcona Baptist Girls' Grammar School. He is a member of Executive Council of the Baptist Union of Victoria.



Mr Ross Kemp

Mr Kemp has been a Baptist Board member since June 2003. Mr Kemp holds the qualifications of Bachelor of Commerce and Masters of Business Administration. He is a certified finance and treasury professional. Mr Kemp is the Company Secretary/Financial Controller for Range River Gold Limited. Mr Kemp is also a member of the Ashburton Baptist Church.



Mr Philip Trebilcock

Mr Trebilcock has been a Baptist Board member since November 2006. Mr Trebilcock holds a Bachelor of Science, Graduate Diploma in Management Systems, Graduate Diploma in Education, Bachelor of Ministries and Master of Business (Management). Mr Trebilcock is head of the secondary school at Victory Christian College, Bendigo. Mr Trebilcock is also Vice-President of the Baptist Union of Victoria (BUV) and a member of the BUV Executive Council.



Mrs Margaret Simpson: Secretary

Mrs Simpson resigned from the Baptist Board in September 2007, after 12 years of service. Mrs Simpson has a Diploma of Social Work and spent 17 years with the Department of Human Services as a social worker and unit manager. Mrs Simpson has been a member of the Templestowe Baptist Church for 22 years.



Mr Philip Curtis

Mr Curtis has been a Baptist Board member since May 2005. Mr Curtis holds a Bachelor of Law and a Bachelor of Economics. He is a Law Institute of Victoria accredited specialist in commercial litigation and a Law Institute of Victoria approved mediator. He is a partner in a Melbourne law firm and has practised law for 22 years.



Mrs Kerry Bradley

Mrs Bradley has been a Baptist Board member since 2007. Mrs Bradley holds a Masters of Business Administration, Bachelor of Health Administration, Registered Nurse Division 1, Certificate in Critical Care, and Certificate IV in Workplace Training and Assessment. Currently, Mrs Bradley is the Manager of Policy, Research and Practice Standards at the Nurses Board of Victoria. Mrs Bradley is currently the Chief Executive Officer of Mary MacKillop Aged Care.



Mr Ian Warner

Mr Warner has been a Baptist Board member since October 1995. Mr Warner holds the qualifications of Bachelor of Arts, Bachelor Education Studies, Masters of Education, Post Graduate Diploma of Criminology, Diploma of Youth Leadership, Diploma of Religious Education and Licentiate of Theology. Mr Warner is a member of the Canterbury Baptist Church.



Mr Phillip McCallum

Mr McCallum has been a Baptist Board member since June 2006. Mr McCallum holds a Diploma of General Insurance. For the past three years, he has been the Manager Administrative Services of the Baptist Union of Victoria. Mr McCallum is a member of Beaumaris Baptist Church, where he also served eight years as secretary and four years as an elder.



Mr Chris McKenna

Mr McKenna has been a Baptist Board member since January 2008. Mr McKenna holds a Bachelor of Economics and a Graduate Diploma in Management. Mr McKenna is currently a management consultant, having previously held the position of Managing Director for Black & Decker (Australia and New Zealand) for eight years.



We value: **ACCOUNTABILITY**



We value the acceptance of personal responsibility.

Baptcare's history - 63 years of assisting people in need

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



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



St Hilary's Community was opened in 1997.

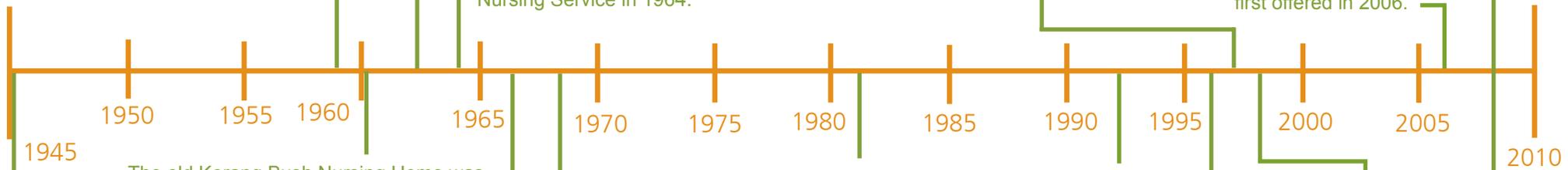


Baptcare merged with Tasmanian aged care provider Karingal Care Services in 2008, expanding its services interstate for the first time.



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

EACH D packages were first offered in 2006.



1945 The old Kerang Bush Nursing Home was redeveloped and in 1960 Northaven Community became a reality.



Baptcare began when the Victorian Baptist Women's Association raised over 4000 pounds, enabling Strathalan Community to open its doors on the 24th of February 1945.

In 1981, Abercare Family Services came into being when Baptcare assumed operations of the emergency child care services provided by the Aberfeldie Baptist Church.

Community aged care packages were first offered in 1992.

Baptcare was the first Victorian organisation to trial EACH packages in 1998.



Hedley Sutton Community was opened in 1966.

The first Baptist op-shop was opened in Kew in 1969.



With land acquired in 1972, Baptcare developed its Swan Street public housing project in Wangaratta in 1996.



In 2008, Abercare expanded to Bendigo for the first time.



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



“When I think about the future, I really feel that I am in the right place - whatever mental or physical deterioration may take place”.

- resident at Karana Community.

Residential aged care services

Baptcare provides care for over 750 residents in its six residential aged care facilities across Victoria. We have a dedicated workforce of staff and volunteers who are committed to providing excellence in Christian care to residents.

As of 1 July 2008, Baptcare acquired an aged care facility in Tasmania. Karingal Care Services, which cares for over 150 residents, is located in Devonport and operates under the auspices of the Baptist Union of Tasmania. Baptcare was asked to consider operating this facility and will officially commence operation of Karingal Community on the first of July.

In September 2007 we received a Minister's Award for Excellence in Residential Aged Care in the area of Training and Staff Development. The Minister's Awards for Excellence in Aged Care were introduced five years ago and are designed to reward and recognise innovative practice.

The rebuilding of Hedley Sutton Community in Camberwell and St Hilary's Community in Morwell is very close to completion. St Hilary's will open in September 2008 and Hedley Sutton will open in October 2008.

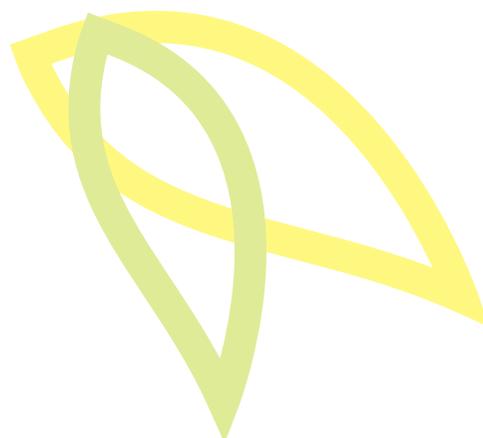
In March 2008, the federal government introduced a new funding tool for residential aged care homes. This has resulted in a major change to how we receive funding for our homes. In an overall sense, we believe that the new funding tool will have a positive effect on our income.

We have expanded our concessional independent unit policy to Westhaven Community, where 10% of units are occupied by residents who meet the Commonwealth concessional criteria.

We have invested in our staff by providing a leadership program for our Directors of Nursing and a frontline management program for our clinical team leaders.

In the future, residential aged care services will see:

- A growth strategy that aims to build and operate residential aged care facilities in all nine planning regions throughout Victoria. Currently, we have facilities in four planning regions. The appointment of a Business Development Manager will assist in achieving this strategy.
- Further expansion of our concessional independent living unit policy.
- A dedicated respite care bed at all six of our aged care facilities in Victoria.



When Joyce*, aged 78, became ill, she needed to find a place where people would look after her. Her family was actively involved in looking for the best place to stay.

"One of my sons had done a lot of searching for me and had seen a number of facilities. From those, he identified Bapcare's Karana Community as having a lot to offer. I have always lived a very active life and we felt that at Karana Community it was most likely that I could find new interests and involvements. My son thought that I would find personal satisfaction and a lifestyle that I would enjoy."

On visiting Karana, Joyce was told that residents were invited to contribute to the programs offered in some way.

"I must say that I feel that there is something here for everyone. There are always activities on and it's up to you whether you want to join in or not. I also enjoy visiting people and I love reading so I have become involved in the library."

"Growing older is just another stage in life, and the care that I receive from the lovely staff is absolutely amazing."

*Name has been changed to protect privacy.



“Baptcare’s service is absolutely sensational - they have made my life worth living again.”
- husband of a community aged care client.

Community aged care

The vision for our community aged care programs is ‘breathing life into community’. We challenge ourselves and our service delivery model to make sure we reflect this vision in all of our interactions with clients and stakeholders. Some initiatives implemented or expanded during 2007/08 that strengthen this vision are the pastoral care program and the diversional therapy program. These programs aim to work closely with clients to (re)connect them with the aspects of the local and wider community that bring meaning to their lives.

The community aged care programs operated by Baptcare focus on supporting frail aged clients and their carers to remain living in their own homes while maintaining their quality of life. These programs include a range of Commonwealth funded case management programs (community packages), carer support programs (national respite for carers) and allied health (day therapy), State funded direct care (nursing, podiatry and personal care) and carer support programs (planned activity groups).

The strategic goals and major achievements for the community aged care division in 2007/08 are detailed below and over the page.

Growing our business

- The allocation of 121 community packages in the 2007 Aged Care Approvals Round. This allocation was the largest allocation to a single provider in Victoria.



- The acquisition of 10 Community Aged Care Packages in Chiltern. This was the first time that we had acquired packages outside of a funding round.
- Church Nursing Service received an increase in funding to expand its hours of operation to include an afternoon shift.
- The Western community packages office moved to a new office in Sunshine.
- The Baimsdale community packages office moved into a new office.

Living our Christian values

- Following a successful pilot, the community aged care pastoral care program was rolled out to all of our metropolitan community packages programs.
- A regional trial was conducted in the Gippsland region to determine the resource requirements and the program structure in a regional setting.

Committing to excellence

- The PITCH research project was completed during the year. This has provided us with valuable data for the future development of our programs and the development of the community aged care policy framework.
- Our care governance and quality framework was developed.
- The Care Governance Committee with representation from all levels of staffing was successfully established .
- We successfully completed the HACC assessment at the following locations; Church Nursing Service in Brunswick and Brindabilla in Oakleigh.

- We successfully completed quality reporting at the following locations:
 - Hume community packages
 - Eastern metropolitan community packages
 - Southern metropolitan community packages
 - Western metropolitan community packages
 - Northern metropolitan community packages
 - Gippsland community packages
 - Geelong community packages

Developing our technology

- Autumncare was selected as our preferred software system.

Building the brand

- Conference presentations at the Tri State conference in Albury and the Aged and Community Services Australia National Community Aged Care Conference in Sydney.

The focus for community aged care in 2008/09:

- Successfully implement the Autumncare system and develop the Autumncare brokerage and operations management system.
- Develop the pastoral care program.
- Integrate and develop the Tasmanian aged care programs previously operated by Karingal Care Services.
- Continue to develop our quality and care governance framework.
- Retain our position as the largest provider of community packages in Victoria.

When Dorothy*, 61, developed Dementia, life changed for her husband John*, who was forced to transition from being a husband to being a carer.

Initially Dorothy had trouble completing basic household tasks, and over time she lost the ability to eat, wash and speak.

When Baptcare conducted an assessment on Dorothy to determine whether she would be eligible for an Extended Aged Care at Home (EACH) package, she was immediately put on top of the waiting list. Dorothy now receives an EACH package, which not only benefits her, but her family too.

“Thanks to Baptcare we receive the best care possible for Dorothy. I am able to get some time off, which ultimately enables me to be a better husband,” John said.

Dorothy attends a day activity centre twice a week where she receives extra care. She likes going there and it keeps her busy. Once a week a carer comes to Dorothy's home to be with Dorothy, which allows John to go out and “do his own thing”, such as having a coffee with his daughter. Baptcare also provides some domestic assistance.

“It's hard to do everything on your own, and it is so nice to know there is someone to help you with all these things,” said John. “I am also able to request a carer when I feel the need, and the carers are amazing.”

*Names have been changed to protect privacy.



“It is very rewarding knowing you have made their lives a bit easier.”
- Mary Jo, foster carer.

Abercare Family Services

Abercare Family Services provides a range of family support, home based accommodation, case management, counselling, brokerage and respite care services to children, young people and their families and those with a disability. Abercare has a simple philosophy: ‘working with people for positive change’.

Abercare continues to provide support to over 800 families and has over 150 volunteers/ care-givers contributing to and enhancing the work that it does every day within the community.

During 2007/08 Abercare has been busy participating in significant reforms of the Children, Youth and Families Act 2005. One of these reforms is the promotion of high quality services through the registration of community service organisations and the development of performance standards for family services and out of home care services. We are pleased to report that Abercare now meets the standards for state-wide registration. Our aim is to continue to improve our services and promote children’s rights to safety, stability and healthy development.

Abercare also participated in the roll-out of the new strategic framework for the Department of Human Services funded family services program, which provides an opportunity to establish a contemporary approach to responding to vulnerable and at risk children and their families.



One of the aims of the framework is to increase integrated family service responses to vulnerable children, young people and their families, consistent with the provisions of the Children, Youth and Families Act 2005. Abercare also participated in the roll-out of the state government's Child FIRST initiative in the south west catchment within the north western region. Abercare is now involved in two Child FIRST projects and is also an active member of the Brimbank/Melton Child FIRST project.

Abercare continues to grow and expand its services. We are now delivering our Home-Start program, a volunteer home visiting program for families with children aged 0-5 years, in Bendigo. We also secured additional funding for our disability services, delivering additional respite activity programs for children in the north western region of Melbourne. We secured recurrent funding for our Home Stay program, a home based respite care service for children with a disability. Abercare also received additional funding for our family services and early years service; we now deliver an additional 40% of flexible support packages to children with Autism and developmental delays in the north western region.

We have taken a significant step in addressing service gaps in the early years area. We identified that there are over 550 children with special needs (Autism and global language delays) in the north western region of Melbourne who are currently on waiting lists for up to 18 months for an early childhood intervention service.

More importantly, some of these children are over the age of four and not receiving critical services to address their special needs prior to commencing school.

In response to this gap, Bapcare is self-funding an innovative service called the Early Years - Learn, Play, Talk program. This program has three tiers of service incorporating a Hanen parent training program, outreach home visiting service and case management for families involved. To date, the program has been a major success and is providing support and assistance to many families in the region. In the first year of operation, the Learn, Play, Talk program assisted over 120 families who would otherwise receive little or no early intervention support.

Abercare will continue to work actively in partnership with other key stakeholders to better address and respond to community needs. Our focus will continue to be identifying and meeting the needs of those most vulnerable in our community.

Overall, it has been another productive and very busy year for Abercare staff. Thanks to all of the staff and volunteers for their commitment to delivering quality services to children, young people, their families, and the broader community.

Eric* is three years old and has problems with his expressive language skills and social and emotional interaction. He also struggles with his fine motor skills. He is hyperactive and compulsive and finds it difficult to concentrate. This results in Eric becoming easily frustrated and upset.

Through the Early Years - Learn, Play, Talk program, Eric's delays are improving.

The program has given Eric the confidence to work on his language development, and since Eric started attending the group, his relationship with his family has significantly improved.

Eric's parents believe that programs like these are vital for children that have special needs because there isn't much out there to help them.

"The program has helped develop Eric's communication techniques and has helped him to verbalise what he wants and has played a big role in helping him participate in normal interaction," says his father.

Eric's father has described the service as a "lifeline".

"The program has helped Eric to verbalise what he wants and has helped him with normal interaction, reducing tension, stress and anxiety on his behalf, and also on our behalf, as parents," Eric's father said.

*Name has been changed to protect privacy.



Enterprise & community development

The enterprise and community development division is designed to enhance and expand Baptcare's professional excellence through the provision of pastoral care, enterprise ventures and the development of new local community partnerships that meet the needs of disadvantaged people and communities. Collaboration, rigor, effectiveness and the ability to deliver outcomes define the division's service philosophy.

Over the past year, this division has strengthened and expanded Baptcare's activities through the development of new initiatives including Sanctuary, supported accommodation for asylum seekers on bridging E visas, and eekos – a pilot 'ethical and earth kind op shop'.

Sanctuary

As the struggle for global human rights continues, Baptcare's 'Sanctuary' project offers a tangible response to the cause of promoting human dignity through Christian care.

Providing accommodation for asylum seekers on bridging E visas, Baptcare, the Brunswick Baptist Church and the Uniting Church's Hotham Mission Asylum Seeker Project opened the doors at Sanctuary in the first week of June 2008.

At present, 18 residents from all over the world know Sanctuary as their home and refuge. Although they come from various shores, their stories of hardship are similar. Many have been threatened in their homeland, either due to war, ethnic tension, political persecution or religious intolerance. Some have been victims of torture. All have been victims of trauma.

The facility is owned and managed by Baptcare, with Hotham Mission Asylum Seeker Project providing case management and the Brunswick Baptist Church providing pastoral care.

As many of Sanctuary's residents cannot work, receive Medibank or Centrelink benefits, they rely on the provision of practical support for daily living. Sanctuary offers each resident:

- A large community with in-house support and great facilities.
- A model that gives everyone a chance to share, contribute and give to each other as well as be occupied.
- Case management for every resident so they can work on their individual situation.
- Material aid such as food, clothing and other basics.
- Access to English language programs.
- Pastoral care.
- A room of their own including an ensuite, bed, desk, bar fridge and walk in robe.

Since its opening, public support has confirmed the need for projects like Sanctuary. Grants from the Scanlon Foundation, the Lord Mayor's Charitable Foundation, Kew Baptist Church and individuals have been received. We are grateful for this support and invite others to join with us in providing excellence in Christian care for asylum seekers.

James* is one of the fortunate residents at Sanctuary. Yet with a basic allowance of only \$145 a month and reliance on resource centres for additional food, life is still difficult.

"I receive one train ticket a week so I walk every other day... it is very difficult to live day to day," said James.

Yet the bigger concern - to live a life free from persecution - is still uncertain as James waits for his case to progress. As he has no right to work or volunteer, days are spent thinking of the prospect of having to return to his country of origin.

"At the moment my life is a routine, I keep thinking about my future," said James.

With the support of Sanctuary's case worker, Martyn Shaddick, and ongoing pastoral care, it is hoped that the emotional burden will be eased for James and others in his position.

"It's heart breaking to hear [the residents'] stories, especially knowing that many fear for their life, if they are returned to their home country. Even though they are the lucky ones for making it here, there is a high possibility of them losing [their case]," said Mr Shaddick.

*Name has been changed to protect privacy.



Community ministries

The community ministries program allows Baptcare to work with congregations to identify how their strengths can contribute to the care provided with and for their local neighbours.

Our community ministries program supports congregations of the Baptist Union of Victoria in 'bringing care to life' through care for local neighbourhoods and communities.

During the past year Baptcare has responded to a marked increase in interest about community ministries from Baptist congregations. We offer congregations four levels of support for community ministries; information, consultation, partnership and leadership in this field.

As a result of this interaction with the churches, eight grant allocations to support community ministry initiatives have been approved, totalling \$87,123.

Grants are available through two programs – community ministries grants and seeding grants. The seeding grants program was launched in April 2008, and offers churches up to \$10,000 for new initiatives in community care. These grants help congregations make an achievable start in community ministry, and provide the congregation with expertise and support as they step forward in community ministries.



Pastoral care

The community ministries grants are available for more fully developed initiatives that seek to provide a response to local needs.

Seeding grants have been made to the following churches:

- Cloverdale Baptist Church - \$10,000 to support a community ministry internship.
- Chadstone Baptist Church - \$10,000 to support a 40 week community arts program which promotes social transformation and positive parenting through supervised arts activities.
- Mitcham Baptist Church - \$2,518 to set up a youth centre.
- New Peninsula Baptist Church - \$10,000 to develop a team of youth mentors, providing peer support to at-risk young people in disadvantaged families.

Community ministry grants have been made to the following churches:

- Echuca Moama Baptist Fellowship - \$5,000 to deliver specialised and personalised care for people attending the oncology day ward, regular renal dialysis, or needy single young mothers at Echuca Hospital.
- Hume Baptist Church - \$25,000 over 12 months to fund a youth worker.
- New Hope Baptist Church - \$7,605 to run a supported playgroup for Sudanese parents, including employing a Sudanese community worker to coordinate the playgroup.
- Norlane Baptist Church - \$17,000 to support and extend community outreach work in Norlane.

At the heart of Baptcare's pastoral care program is our mission: 'bringing care to life' for individuals, families, residents and people in the community who have spiritual, emotional and physical needs.

Our commitment to pastoral care is evident through the Board's allocation of substantial funds to provide pastoral care services across the vast range of our activities. With the new appointment of chaplains in our community aged care programs, and an increased commitment to residential aged care, Abercare and our affordable housing in Wangaratta, Baptcare now employs 15 chaplains.

During the past year we achieved the completion of a 12 month chaplaincy pilot in community aged care, with the provision of pastoral care an integral part of our care for elderly people who choose to remain in their own home. This pastoral care model seeks to assess Baptcare clients for pastoral care need, and then reconnect them with their own faith communities where possible. Where this is not possible, our chaplains make the commitment to provide pastoral care as they are able, within available resources.

Baptcare's commitment to continuous improvement, excellence and care led to the establishment of a review of all pastoral care activities across the organisation during the past six months – a review that will continue during 2008.

We wish to learn from our past experience, where we have excelled and where we have not excelled in providing pastoral care.

We wish to learn from others – how pastoral care is provided across a range of other organisations and contexts. We wish to review the relevant literature and ensure we are providing the type of pastoral care that is required by those we care for, and that we have the relevant training and skills to do this. This review process is an exciting opportunity to improve our provision of care and take this essential aspect of our work into the arena of best practice.

Our chaplains are integrally involved across a broad spectrum of pastoral care activities. As well as caring for individual needs, significant community events are organised to reduce social isolation and provide our residents and clients with the opportunity to meet together across a range of activities, especially within our aged care communities.

At Baptcare we are committed to continually improving pastoral care, placing the needs of our residents and clients at the centre of all our activities.

“An op-shop is so much more than just a bargain centre. I have gained confidence and made lots of friends.”
- a Bargain Browser volunteer.

Bargain Browsers

For many years Bapcare has operated a number of small retail outlets across a variety of Melbourne's suburbs and in the regional city of Ballarat.

Supported through donations of recycled clothing and goods from collection points located on 29 Baptist church properties, these shops operate in a highly competitive environment, providing pre-loved goods at affordable prices.

The Bargain Browsers do much more than simply provide a retail outlet. Through our warehouse we also provide work place experience for long-term unemployed job seekers and those working on community service orders in a safe and secure environment – providing skills and training and developing pathways to future employment and social engagement.

eekos

Baptcare's Bargain Browser retail store in Brunswick has recently been re-developed and transformed into an 'ethical and earth-kind op shop' called eekos. The new store is a partnership between Baptcare and Green Collect, and opened its doors on Saturday the 29th of March 2008.

eekos is committed to the values of environmental sustainability and social justice, and will only sell products that are 'best buys' according to environmental and ethical practises. The products are either local, fair trade, chemical free, re-used, or promote justice or minimise waste. Apart from the environmentally conscious, eekos is the place to go for trendsetters who prefer the classics of vintage and retro clothing.

The shop also sells a combination environmentally and ethically friendly household products and locally produced gift items.

eekos promotes meaningful community engagement and sustainable purchasing choices that work towards social and environmental change in a supportive and creative environment.



When Sarah* moved into a new area she felt lonely. While shopping at one of Baptcare's Bargain Browsers, she saw an opportunity to meet new people by volunteering at the shop. She found she had time to spare and wanted to be involved with the community.

Sarah had seen some extremely hard times in previous years and has found much healing and support through the Bargain Browser community.

"A lot of lonely people come in and it is a great feeling to be able to offer an extension of friendship. Many people drop by regularly to say 'hi', even when they are not shopping. It is a great community feeling," she said.

Sarah remembered one customer saying: "when I shop here I can afford to be generous."

"It is the many things like this that make volunteering at Baptcare its own reward, I get just as much out of it as I put in and I've made some great friends," Sarah said.

*Name has been changed to protect privacy.

Financial overview

A small decrease in net surplus as compared to last year was largely due to lower interest income received, which arose from the need to draw on cash and investments during the year to fund major re-building programs.

However, total revenues for the year rose by \$8.65 million to \$68.90 million, primarily as a result of:

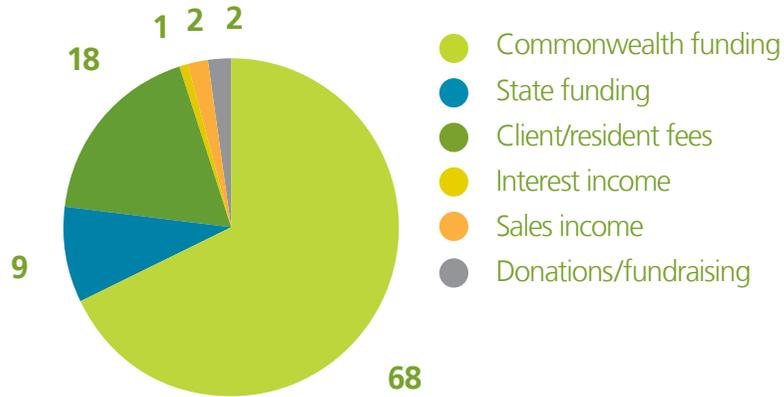
- Continued improvement and growth of Baptcare's major business operations, in particular, residential and community aged care services.
- The on-going commitment and ability of management and staff to effectively control personnel costs, which represented approximately 49% of Baptcare's total operational expenses.

Overall, the result again highlights Baptcare's very sound financial position and capability to sustain future growth and developments to meet the ever growing demands of the Victorian community.

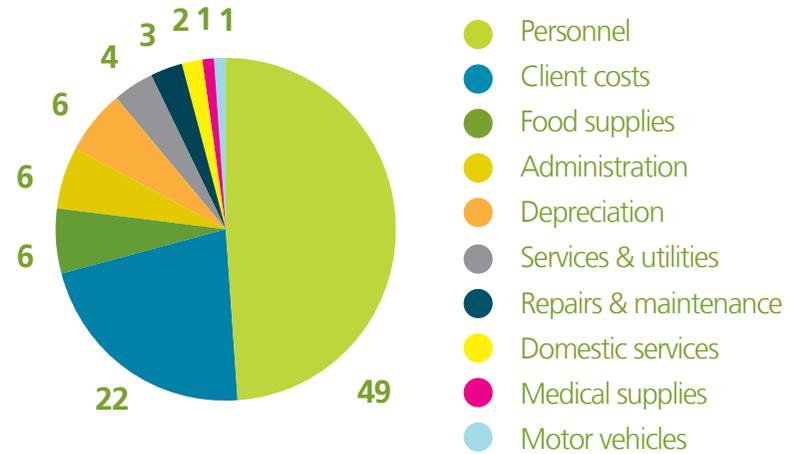
Financial Performance	Year Ending June 30, 2008	Year Ending June 30, 2007
Revenue	68,903,209	60,253,600
Expenditure	(64,480,718)	(55,796,968)
Net Surplus/(Deficit)	4,422,491	4,456,632
Financial Position		
Total Assets	138,022,661	127,623,566
Total Liabilities	75,716,133	69,739,529
Net Assets/Equity	62,306,528	57,884,037
Cash/Investments	12,695,824	20,264,336



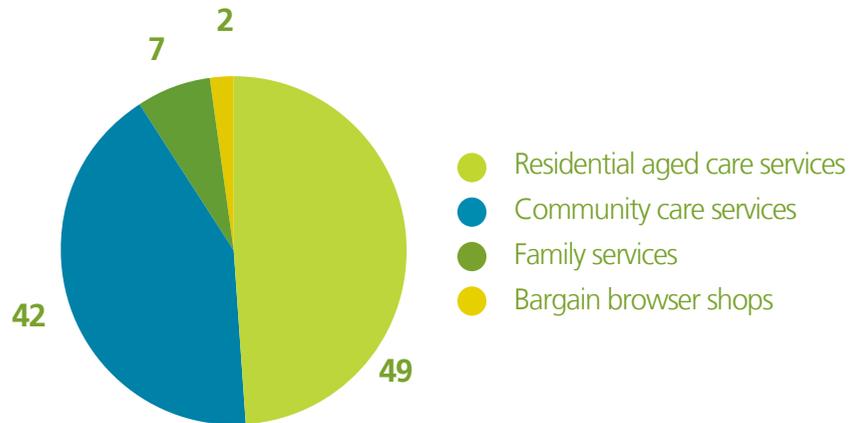
Major revenue sources (%)



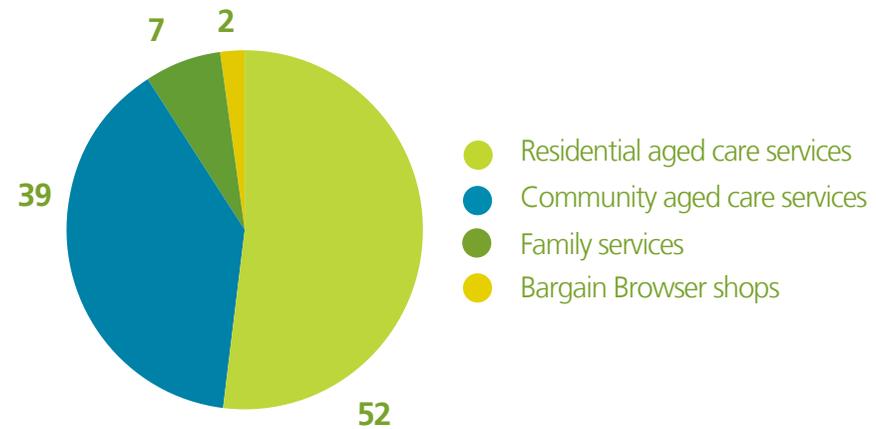
Major expenditures (%)



Revenue by business segment (%)



Expenditure by business segment (%)



Quality & risk

The aged and community care environment is one of increasing complexity, technological change, heavy service demands and unparalleled levels of community accountability and expectation.

These increasing societal expectations and pressures of accountability require a growing focus on governance and risk.

Governance of risk management

In 2007/08 a review was conducted on the effectiveness of the current sub-committee structure in fulfilling governance obligations. Following this review the Board established a finance and audit committee. The finance and audit committee has responsibilities in assisting the Board to carry out its governance and oversight responsibilities.

Clinical and care governance

As part of a commitment to continuously improve the quality of Bapcare's care delivery, the Board participated in professional development sessions on clinical care governance. These sessions focused on enhancing the Board's clinical care governance understanding and exploring the Board members' role within clinical care governance. The outcome of this development work has been a common platform on which the Board can build their leadership and continued learning in this area.

Internal audit

This year, Bapcare completed an independent internal audit to improve the effectiveness of risk management, control and governance processes within the organisation.

The scope of the 2007/08 internal audit included:

- Payroll controls and procedures.
- Business continuity and disaster recovery processes.
- Community aged care brokered services control and procedures.
- Controls and procedures relating to accommodation bonds and independent living units.

Following this audit, work has commenced into the feasibility of establishing a continuous independent internal audit program for Bapcare.

Risk management

Aligned with Bapcare's commitment to improving its approach to risk management, a collaborative client service plan was developed and signed with one of Bapcare's main providers of insurance coverage; Victorian Managed Insurance Authority (VMIA). VMIA is a statutory authority established to provide insurance and risk management services for state funded agencies. The scope of this plan provides Bapcare with opportunities for risk management training, co-funded projects, benchmarking and other risk management related research.

Legislative compliance

Bapcare's activities are subject to a wide and diverse range of legislative requirements.

Work commenced this year to provide both management and the Board with assurance of an effective and coordinated compliance system which provides:

- Identification of relevant legislative provisions.
- A mechanism for the awareness of changes in those legislative provisions.
- Interpretation of the organisational impact and practical understanding of the changes required for continued compliance.
- Regular compliance monitoring and reporting.

The implementation of an organisation-wide system will assist in mitigating Bapcare's exposure to risks related to legal and regulatory compliance. It is anticipated that this work will be completed by the end of 2008.

We value: CO-OPERATION



We value working together towards our goals.



Marketing and communications

The marketing and communications department provides strategic and operational marketing, public relations and fundraising support to Baptistcare to drive growth, provide financial backing for innovative new programs, and engage with new and existing stakeholders.

Marketing

Following the implementation of the new brand mark in 2006, there has been a continued effort around building the brand as a foundation for growth across all service areas. Focus has been placed on repositioning Baptistcare as a provider of more than just aged care within select market segments, in order to better portray Baptistcare as a dynamic provider of welfare services.

A focus was also placed on increasing communication with Baptist churches to better engage with this important stakeholder group. This has seen positive results.

Online marketing campaigns and redevelopments to Baptistcare's website saw web visits increase by 14%.

The intranet was fully implemented this year, and has become a valuable tool for internal communications and marketing.

Public relations

A major part of this year's work involved promotions and publicity for new programs, projects and developments including:

- The merger with Karingal Care Services in Tasmania.
- The re-development of two of Baptistcare's residential aged care facilities.
- The launch of 'Sanctuary' which provides accommodation to male asylum seekers.
- The launch of the new Church Seeding Grants program.
- The launch of a new ethical and earth-kind op shop.
- The expansion of our family services program into the Loddon Mallee region for the first time.

Detailed marketing and publicity campaigns were implemented for each of the above, which generated valuable media coverage, assisted with donor acquisition, enhanced Baptistcare's public profile, and generated new partnerships.





Fundraising

The 2007/08 financial year saw a total of \$513,237 raised from a combination of donations, grants from trusts and fundraising events.

While this is a slight decline from the previous year (\$557,484 raised), this can be attributed to the success of the drought relief appeal run in 2006/07 which raised a significant \$141,000. This also explains the high number of donations received in 2006/07 compared to 2007/08.

There has been a shift in the source of donation income this year, with 60% received from trusts and foundations, and only 20% from individuals, compared to the previous year which saw 43% of income from trusts, and 29% from individuals.

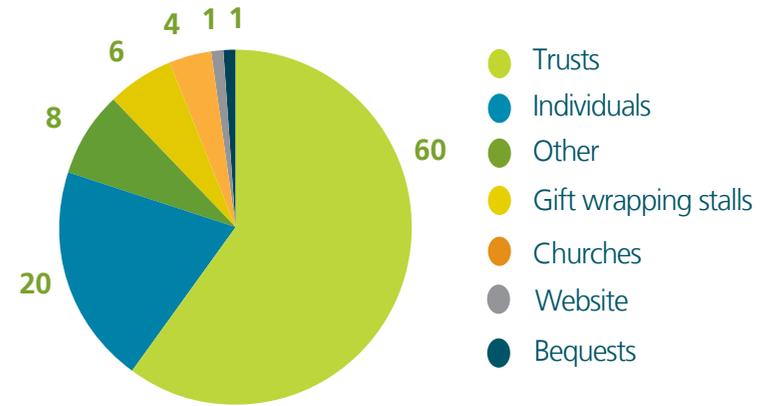
This shows a promising increase in support from trusts and foundations. Just over \$311,000 was raised from trusts and foundations, compared to \$184,000 the previous year – a fantastic validation of the worth of Baptcare’s new projects and programs. Over \$170,000 was received from trusts and foundations for Abercare’s new ‘Early Years - Learn, Play, Talk’ program alone.

One of the highlights of the 2007/08 financial year was the implementation of Baptcare’s new bequest program, which saw three confirmed bequests in its first six months.

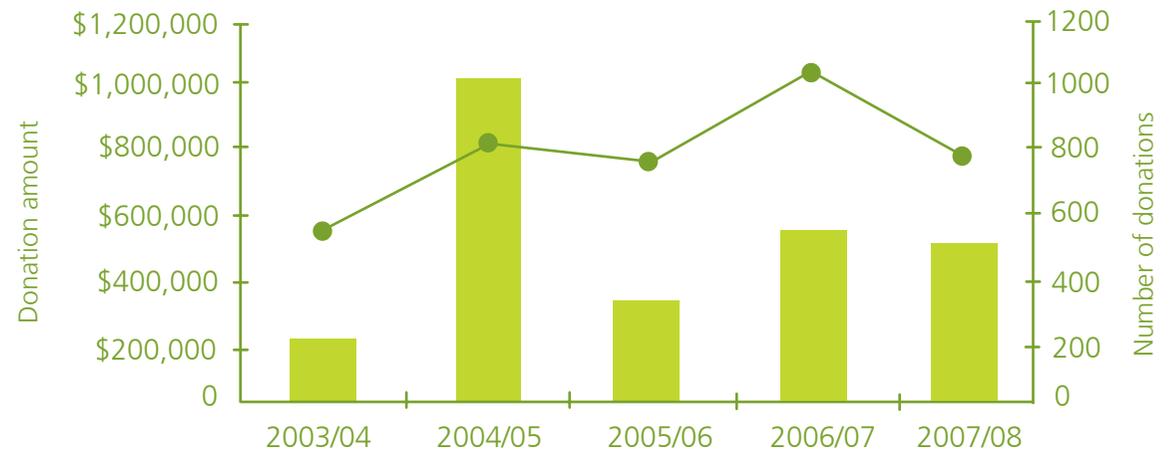
The Christmas gift wrapping stalls were once again a major success. Over \$32,000 was raised thanks to generous sponsorship from five major metropolitan shopping centres and the help of 220 dedicated volunteers.

Thank you to all the donors, partners, trusts and supporters who contributed to Baptcare in the 2007/08 financial year.

Source of donations %



Donation results





Human resources

Our staff and volunteers are at the heart of creating our caring communities. Scattered throughout Victoria, we care, nurture and advocate for the frail and vulnerable. We 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 our staff.

Our volunteers

Baptcare is fortunate to have over 700 committed and enthusiastic volunteers who work tirelessly to enhance Baptcare's program delivery. Whether it is chatting with an isolated older person in their home, taking a vulnerable child to live with them for respite, participating in craft activities, leading devotional activities in our residential aged care facilities or supporting a young family as a mentor as part of the Home-Start program, our volunteers fulfil exceptional roles. Baptcare's volunteers are invaluable to Baptcare's work and we are very thankful to have their support.

Our employee engagement

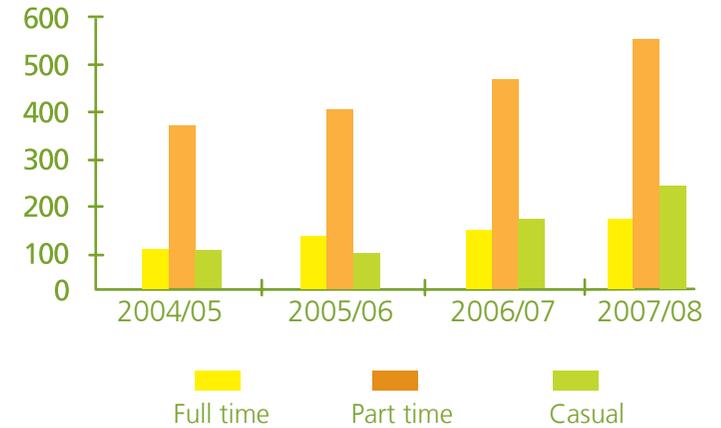
Our 2008 employee satisfaction survey results indicate that Baptcare is doing well in:

- Occupational health and safety – 91% satisfaction.
- Employee empowerment – 83% satisfaction.
- Job satisfaction – an 81% favourable response.
- Employee engagement – 81% of employees are actively engaged with Baptcare's mission, vision and overall direction.
- Work and family balance initiatives – 78% satisfaction.

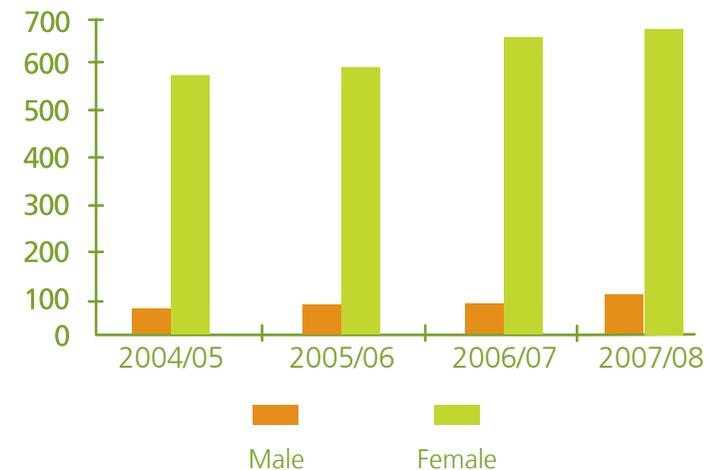
Our employee profile

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

Employment status



Gender breakdown





Our safety record

Baptcare has an excellent safety record thanks to the strong commitment of managers and staff alike to raising the awareness of safety and improving employee wellbeing. When a staff member suffers an injury, the OHS team work closely with the staff member's manager, treating doctor and other health professionals to achieve a timely, safe and ongoing return to work. Baptcare's Workcover record is 20% better than the industry average. Baptcare has a strong emphasis on preventing manual handling issues, preventing occupational violence, fire and evacuation training and first aid.

In the 2007/08 year we had a continued improvement in the number of workplace injuries and working days lost.

Year	Workplace injuries	Days lost
2004/05	12	1003
2005/06	6	36
2006/07	12	441
2007/08	2	81

Learning opportunities

Baptcare is committed to excellence in Christian care. A key part of achieving excellence is the continued development and growth of our people. Baptcare has made significant investments in learning in recent years. The focus for the 2007/08 year has been on leadership development, clinical excellence training and support, safety training, frontline management training and induction. Over 7,400 internal training hours have been provided, with all staff offered access to training. In addition, external training has also been arranged.

Staff benefits and initiatives

Baptcare values its staff and recognises that staff wellbeing is a vital element in creating caring communities and work spaces. Baptcare provides a staff assistance program to assist staff to overcome personal challenges through access to professional counselling and support. We promote work-life balance through 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 staff including casuals.

Baptcare has a reward and recognition program which acknowledges team work, excellence, exceptional care, innovation, occupational health and safety initiatives and length of service. Baptcare has also worked in partnership with Carers Victoria to research and respond to the elder care needs of our staff.

Gender profile in management



To our supporters: thank you.

Baptcare's supporters* are an integral part of the organisation's success in providing high quality services and programs to those in the community.

Thank you to all who assisted Baptcare during the past year. All donations of time, skills, gifts, funds and sponsorship are greatly appreciated.

To the right is a list of the many groups, churches, trusts and foundations, bequests and sponsors that assisted Baptcare to continue its commitment to caring for the most disadvantaged and vulnerable people in the Victorian community.

Trusts/foundations

ANZ - Charitable Purposes in Victoria
ANZ - Community Inclusion for the Disabled in Victoria
ANZ - Hector Waldron Pride Charitable Trust
ANZ - The William Buckland Foundation
ANZ Victorian Community Foundation
Coralie Goudberg Benevolent Fund
Flora & Frank Leith Charitable Trust
Helen Macpherson Smith Trust
Ian Rollo Currie Estate Foundation
Pierce Armstrong Foundation
Scanlon Foundation
The Jack Brockhoff Foundation
The Marian and E H Flack Trust
The R E Ross Trust
William Angliss (Vic) Charitable Fund

Special purpose grants

The Lord Mayor's Charitable Foundation

Auxiliaries and support groups

Country Women's Association (Kerang)
Hedley Sutton Case Committee
Hedley Sutton Ladies Auxiliary

Schools

Carey Baptist Grammar School
Victoria University

Government

The Shire of Melton

Church groups

Baptist Union of Victoria
Boronia Baptist 50+ Fellowship
Chelsea Baptist - Mission of the Month
Eastern Suburbs Baptist Netball Association
North Balwyn Baptist Friendship Club
Orana Bible Study Group

Service and social clubs

Affiliated Churches Netball Association
Incorporated (VBCCACNAI)
Kerang Bowling Club
Lions Club of Murrabit & District Inc
Rotary Club of Footscray
Victorian Baptist Churches of Christ and
Women's World Day of Prayer (Essendon)

Corporate supporters

Allen Foundry Co Pty Ltd
City West Water
Chadstone Shopping Centre
Eastland Shopping Centre
Forest Hill Chase Shopping Centre
Highpoint Shopping Centre
Identity Direct
Northland Gandel Retail Management
Panyan Nominees Pty Ltd
Perennial Clothing
Seafood Services Australia Ltd
Upstream Technology
Vic Chemicals

Churches

Aberfeldie Baptist Church
Bairnsdale Community Baptist Fellowship
Beaumaris Baptist Church
Brunswick Baptist Church
Chelsea Baptist Church
Eastern Chinese Baptist Church
Ferntree Gully Baptist Church
Footscray Paisley Street Baptist Church
Heathmont Baptist Church
Kangaroo Flat Baptist Church
Kerang Baptist Church
Kew Baptist Church
Maldon Baptist Church
Manifold Heights Baptist Church
Moonee Ponds Baptist Church
North Balwyn Baptist Church
Pakenham Baptist Church
Phillip Island Baptist Church
Pleasant Street Baptist Church
Point Cook Community Baptist Church
Rokeby Baptist Church
Stawell Baptist Church
Wendouree Baptist Church

Bequests

Estate of Mrs F.E.I. Smith
Estate of Mrs Phyllis G. McPhail



We value: RESPECT

We value the inherent dignity
and equality of all people,
regardless of their circumstances.

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 many Victorians.

Make a donation

Financial donations are welcomed and can be made by calling Baptcare on 03 9831 7222 or faxing 03 9831 7272 and quoting your credit card number. Cheque and money order donations can be mailed to Baptcare's central office and donations can also be made at any time via a secure site at www.baptcare.org.au. All donations over \$2 are tax deductible.

Volunteer

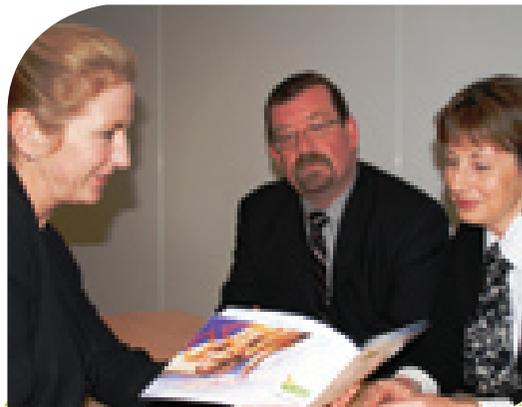
Volunteer and contribute to our vision of creating caring communities for all. Please contact our Volunteer Coordinator on 03 9831 7222.

Subscribe

You can subscribe to Baptcare's quarterly newsletter 'About' to ensure you are kept informed of our work and our current campaigns. To subscribe, please call our marketing and communications department on 03 9831 7222 or visit www.baptcare.org.au to subscribe online.

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. A checklist will help you decide whether your Will should be re-written or not and, for those who have yet to write their Will, it explains the important process of Will writing.



Planning for your peace of mind

This year saw the launch of our newest fundraising program - the bequest program. In the course of the year we have been notified by three loyal supporters that they have left a bequest to Baptcare in their Wills.

As a way of thanking and honouring our benefactors we have established 'circle of friends'. Members are invited to events, presented with a certificate of appreciation, a personalised diary and a special members' only lapel pin that they can wear with pride.

Every adult Australian, young or old, rich or poor, should write a Will. It is probably the most important document you will sign and sets out what you want done with your property or possessions when you no longer require them.

For a copy of our simple to follow booklet, 'Touch the Future', please contact our Bequest Officer, Mary Quirk on 03 9831 7229 or write to her at PO Box 230, Hawthorn, Victoria 3122.

**"I am very fortunate to spend my final years at such a lovely place."
- resident at one of Bapcare's aged care facilities.**

Please complete the donation slip below to help Bapcare reach more individuals in need.

Mr Miss Mrs Ms Dr Rev Other _____

Name: _____

Address: _____

Home phone: _____ Work phone: _____

Mobile: _____ Email: _____

Please accept my gift of \$40 \$85 \$125 \$250 OR \$ _____
OR I would like to become a Monthly Partner and give ongoing support via a monthly credit card deduction of \$ _____ per month until further notice.
I would like my donation to go towards: _____

Please return this donation slip to PO Box 230, Hawthorn VIC 3122

Payment by:

- Cheque (Please make cheques payable to Bapcare)
- MasterCard Visa

Card Number:

_____ / _____ / _____

Expiry date: _____ / _____

Name on card: _____

Signature: _____

Please send me information on:

- Leaving a bequest to Bapcare
- Workplace giving
- Sponsorship
- Please contact me (include contact details)

ABN 12 069 130 463

Bapcare provides innovative and holistic care to children, families, people with a disability, the elderly and asylum seekers within the Victorian and Tasmanian community. All donations over \$2 made to Bapcare are tax deductible.

"Bapcare" is the trading name and a registered trade mark of Baptist Community Care Ltd.
"Bringing care to life" is a trade mark of Baptist Community Care Ltd. ABN 12 069 130 463

Contact us

General enquiries Central office

Ground floor/1193 Toorak Road
Camberwell VIC 3124
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Ph: (03) 9831 7222
Fax: (03) 9831 7272
Email: info@baptcare.org.au

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Tara Anderson
Marketing and Communications Manager
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Fax: (03) 9831 7272
Email: tanderson@baptcare.org.au

Abercare Family Services

25 Norwood Crescent,
Moonee Ponds VIC 3039
Ph (03) 9373 3800
Fax: (03) 9373 3810
Email: abercare@baptcare.org.au

Community aged care services

Ph: (03) 9831 7222
Fax: (03) 9831 7272
Email: info@baptcare.org.au

Residential aged care services

Ph: (03) 9831 7222
Fax: (03) 9831 7272
Email: residentialservices@baptcare.org.au

Bargain Browser stores (main depot)

239 Sunshine Rd
Tottenham VIC 3012
Ph: (03) 9318 0606
Fax: (03) 9318 0658
Email: info@baptcare.org.au

Sanctuary

33 Blyth Street
Brunswick VIC 3056
Ph: (03) 9385 6534
Fax: (03) 9385 6527
Email: info@baptcare.org.au

Visit our website:

www.baptcare.org.au