



Igniting the flame of **human vitality**

Annual Report 2009/10



Contents

Celebrating 65 years of 'bringing care to life'.....	3
Chairman and CEO report.....	4
Statistics & highlights.....	6
Our services.....	7
Family services.....	9
In-home support for older people.....	10
Disability services.....	13
Support for asylum seekers.....	14
Aged care homes.....	17
Pastoral care.....	18
Community ministries.....	19
Support for the homeless.....	20
Affordable housing.....	20
Strategy & sustainability.....	21
Volunteers.....	21
Looking to the future.....	22
Governance & Board.....	23
Our people.....	24
Information technology.....	24
Marketing & fundraising.....	25
Financial overview.....	26
Our supporters.....	28
Our locations.....	30
How you can help.....	31

Celebrating 65 years of 'bringing care to life'

Baptcare began in 1945 when a group of Baptist women joined together to raise £4,000 in a time of war to open Australia's first Baptist home for older people.

Today Baptcare shares the same determined spirit of its founders. We proactively respond to human need by providing care to older people, children, families, people with a disability, financially disadvantaged people and asylum seekers. Today Baptcare has 30 offices and facilities across Victoria and Tasmania and employs 1,007 staff.

Baptcare has a broad vision of community participation and envisions a future where we engage with the world by taking a critical,

analytical, flexible and creative approach to identifying and responding to human need. We are committed to creating positive change by addressing significant, emerging and chronic conditions within the community, particularly issues which concern the marginalised and the disadvantaged.

2010 was Baptcare's 65th anniversary. To mark this significant year, seven celebration events and a 65th anniversary service were held.



Each celebration event included the lighting of the Baptcare candle, which represents Baptcare's purpose (to ignite and nurture the flame of human vitality) and also representing the spirit of all the people that Baptcare has cared for over the past 65 years.



Chairman and CEO report

"...we must reflect upon what has gone before, as we set our sights on the future. The past speaks loudly to those prepared to listen..." These words mark the conclusion to the Preface of Damien Powell's *Memory and Hope: Strathalan Baptist Home for the Aged, A Commemorative History 1944–1994*. The 2009/10 year marked the 65th anniversary of the establishment of Baptcare Strathalan Community; Australia's first Baptist home for the aged, and the work from which Baptcare traces its beginnings.

During the year, we held Baptcare 65th anniversary celebrations across all our major program regions, including Tasmania. In conducting these events, we reflected upon the motivations of those who began our work. The deeds of those pioneering members of the Victorian Baptist Women's Association that rallied to turn the idea of Baptcare Strathalan into a reality inspired those celebrations. The year also represented the 50th anniversary of the establishment of Baptcare Karana, our residential aged care facility in Kew, the impetus for which originally came from the Kew Baptist Church. We also celebrated the first anniversary of our assumption of operations of Karingal Community in Devonport, which began as a ministry of the Devonport Baptist Church.

Having received such a wonderful heritage, our task is not merely to celebrate it, but it is to build upon it.

In aged care, much of our work during the year concentrated on ensuring the balance of our facilities subject to triennial accreditation passed those audits. All three homes were duly found compliant in all 44 outcome areas and were granted the full, three year Accreditation status.) In addition, construction of 22 new independent living units at Baptcare Karingal Community was completed on 1 November, 2009.

Our work in family and children's services traces its beginnings back to work commenced

by the Aberfeldie Baptist Church in the early 1980s. The 2009/10 year saw us build upon that foundation in most significant ways. Firstly, we began operations of our Gateway and Integrated Family Support Services programs in Tasmania in August 2009 as 'lead agency' for the Northern and South Western regions of that state. Subsequent to commencing those operations, our new offices in Launceston and Hobart were commissioned by Tasmania's Minister for Human Services, Hon Lin Thorp MLC, on 16 October and 5 November 2009. Moreover, we also received advice from DHHS Tasmania of our successes in that state's disability services tender, and that we would commence delivery a new suite of services from both our Hobart and Launceston Gateway Offices from 1 July 2010. This advice was later 'topped up' by funding for two additional programs: 'Youth at Risk' and 'Disability Respite and Recreational Services'. Part way through the year, our leadership position in Tasmania was recognised when we presented to the Cabinet of the Tasmanian Government on family and children's issues. It was also pleasing to see that success in building on our heritage in family and children's work was not confined to Tasmania; Baptcare was one of only four agencies to be allocated DHS' re-configured Kinship Care funding in Victoria.

In establishing Baptcare Strathalan, Australian Baptists became involved in an area of social ministry that lacked any formalised underpinning by government. Our task remains to identify and respond to emerging areas of need in advance of government.

During the year, this remit found practical expression when we expanded our Baptcare Sanctuary asylum seeker project by an additional nine beds. Baptcare Sanctuary now provides supported accommodation for 28 single, male asylum seekers, and does so without any funding support from government. The Hon

Senator Chris Evans, Minister for Immigration and Citizenship, officially opened the new wing at Baptcare Sanctuary on 3 December, 2009. Our commitment to meeting the needs of a group facing social exclusion was recognised when the Lord Mayor's Charitable Trust provided a major grant of \$150,000 toward the project.

In another indicator that our reflection on the past does not impede our focus on the present, we initiated a Baptist response to the horrific events of the 'Black Saturday' bushfires by co-sponsoring an emergency bushfire relief appeal with the Baptist Union of Victoria. By the end of the year, over \$1.3m was raised and distributed to people affected by the fires.

Whilst we recognise our heritage and the debt of gratitude we owe our founders, our daily successes and aspirations for the future are built on those who represent Baptcare today; our staff and volunteers.

Baptcare's Board – comprised completely of volunteers – assumes a vital, but largely unseen role in bolstering the organisation's success. In addition to its recurrent duties, the Board oversaw the promulgation of a new company constitution and a new, enhanced investment policy. Future generations will likewise owe its members a debt of gratitude.

Our work in building the necessary foundations to support our frontline staff was recognised when Baptcare won the Aged Care Association of Australia's 2009 Employer of Choice Award and received an honourable mention in the Aged and Community Services of Australia's National Award for Organisational Excellence. Two of our staff received national recognition for their commitment to serving others when Brad Cooper, Program Manager at our Eastern Community Aged Care Packages program was awarded the Aged and Community Services Australia National Employee of the Year Award and Peter Coughlan, Baptcare's Music Therapist,

was a finalist in the Employee Category of the Aged and Community Care Victoria Awards for Excellence. We extend our congratulations to both of them. In doing so, we recognise that the vast majority of our staff go to extraordinary lengths to express a commitment to caring for others that receives no public recognition. Our deepest thanks go to every one of them.

Our journey over 65 years and the achievements over it do not reflect accidents of history. They reflect a great deal of effort and a commitment to building a better future for those in our care today and to improving our capacity to care in the future. It also reflects a willingness to be open to new possibilities, including those that were not necessarily planned and calculated, but which arose from a sense of the leading of God's spirit. In the end, it is a continuing openness to His leading that will be the ultimate determinant of our future success.



Jeff Davey
Chief Executive

A handwritten signature in dark ink, appearing to read 'Jeff Davey'.



Peter Francis OAM
*Chairman of
the Board*

A handwritten signature in dark ink, appearing to read 'Peter Francis'.



Statistics & highlights

2,700 hours of respite was provided to people needing extra support to live independently at home.

100 Baptistcare media articles were distributed to **6,032,415** people.

6,222 families, children and people with a disability received direct support.

10,000 hours of care was provided to older people living at home.

60 years is the length of service of our longest serving volunteer.

809 residents received around-the-clock care at our seven aged care homes.

2,000 meals are served each day to our residents.

167 volunteer caregivers provided support to children through foster care and Baptistcare's Home-Start program.

33 male asylum seekers received support through Baptistcare Sanctuary.

751 internal training courses were provided to Baptistcare employees.

107 homeless people or people at risk of homelessness received a free health check.

The number **one** reason that Baptistcare employees work at Baptistcare is to make a positive difference.

\$123,540 was allocated to churches to respond to community need.

Our services



Residential aged care

- high and low care homes
- independent living and assisted living options
- respite care.



Family services

- family support programs
- early years programs
- out-of-home care
- Gateway.



Community aged care

- community aged care packages
- in-home nursing services
- carer respite
- day therapy
- day activity centres.



Affordable housing

- affordable units for older people and families.



Pastoral care

- spiritual and emotional support.



Community engagement

- community development consultation
- community ministry grants program.



Disability services

- disability services
- Gateway.



Baptcare Sanctuary

- transitional supported accommodation for asylum seekers.



"Baptcare's given me
faith in people again."

—Sharlene, Home-Start client



Family services

Baptcare's family services team focuses on providing justice and practical solutions through case management, foster care, home visits, counselling, respite and home-based care. Through these programs, Baptcare advocates for disadvantaged families, children and young people.

Achievements

In less than 18 months, Baptcare has established itself as a key player in family services in Tasmania. Since opening its offices in August 2009, 1,043 families including 2,567 children received support through Baptcare Gateway and Integrated Family Support Services (IFSS). Baptcare Gateway also provided a family support service to an additional 3,586 callers throughout this period.

This year the team in Victoria commenced the delivery of a Kinship Care Program in Brimbank and Melton to keep children who are no longer in the care of their parents within their extended family or support network.

Future

As the services for families continue to expand, a Family Services Leadership Team will be developed to provide operational support and direction across the division.

Baptcare is working to be recognised as an innovative provider that works with government to find and create solutions. Baptcare has ambitions to expand the Gateway Service and IFSS in Tasmania and will actively engage with the Tasmanian Government to build on the reform in the Out of Home Care sector for children and young people.

Baptcare is also seeking to develop a research agenda that will inform evidence-based practice which will help us build our capacity to make a stronger contribution to public policy reform. We will also develop and evaluate innovations that respond to gaps in services.



In-home support for older people

As part of Baptcare's commitment to social inclusion and supporting the needs of the ageing population, our community aged care team provides tailored services to older people needing extra assistance to remain connected to their community and to stay where they feel most comfortable – in their own home.

Achievements

Baptcare was successfully allocated 43 Community Packages in the 2009 Aged Care Approvals Round that will allow us to provide in-home care to an additional 43 people. The new packages are available to older people who live in isolation or have limited access to transport or social support in rural areas and to those who have been on waiting lists in metropolitan Melbourne and Tasmania.

Baptcare Orana's Overnight Respite Program in Tasmania received renewed funding for an additional two years. The respite service is in high demand, so the new funding will enable Baptcare to support more carers in the community who require respite, emotional support and practical assistance whilst caring for a loved one.

The aged care team piloted a client engagement survey tool called 'Client Perception of

Value' in collaboration with Baptist Community Services in NSW. A total of 871 clients from all regions took part in the survey and Baptcare achieved a Net Promoter Score of 77 (a score of 50 and above is considered successful for community service providers).

Future

Baptcare has plans to integrate its community and residential programs for older people to provide clients with smoother transitions between different levels of care as their needs change.

Baptcare is preparing for the shift towards Consumer Directed Care, an initiative which empowers the consumer to select the services they receive. As part of the preparation for this, Baptcare will expand and diversify its care delivery channels.



"The support we have received
has been life-changing."

—Family of George, recipient of in-home support



"Never get demoralised by the challenges you face...
challenges can be overcome."

—Savant, disability services client



Disability services

Baptcare's disability team proactively works with people who have a disability and their families to achieve positive change through case management, respite, family and children's activities, childhood intervention and support packages.

Achievements

The team in Tasmania successfully secured a tender to expand Baptcare Gateway to include disability intake and case management services in the North and South-West.

Baptcare also secured funding for the Respite Activity Program and Recreational Service in the North and North-West of Tasmania. The service is designed to provide children and young people aged between five and 18 years who have a disability, with a series of rewarding social activities including camps, weekend activities and school holiday programs.

Over 2009/10, the Victorian and Tasmanian teams delivered a combined total of 422 Individual Support Packages, providing tailored support to people with disabilities.

Future

Over the coming years Baptcare is seeking to better position itself to respond to major reform in the sector, particularly the National Disability Insurance Scheme. Baptcare is also preparing for a customer-driven competitive market that maximises consumer choice, and has ambitions to build its capacity to influence government policy and decision making.

Baptcare was one of four organisations invited by the Department of Human Services (DHS) to develop a new pilot program, designed to better support people with a disability living in Brimbank who require access to support services. Baptcare's program will operate on a model of centralised intake and access. After 12 months, the four care models will be assessed and the most fitting model will be implemented in Brimbank. The project is a partnership with Care Connect and DHS.



Support for asylum seekers

Baptcare Sanctuary provides supported transitional accommodation for male asylum seekers living lawfully in the community waiting for the outcome of their Protection visa application.

Baptcare Sanctuary is an alternative to detention centres and provides residents with access to a broad range of services including on-site case management, spiritual care and social activity groups. Baptcare Sanctuary is a practical example of justice and empowerment for the survivors of terror, extreme poverty, war, political and religious persecution and torture.

Achievements

During the 2009/10 financial year, Baptcare Sanctuary was expanded to include an extra nine rooms. The facility now has the capacity to assist a total of 28 asylum seekers. The intake system was also expanded to include referrals from the Australian Red Cross and the Asylum Seeker Resource Centre (ASRC) in addition to Hotham Mission Asylum Seeker Project.

This year Baptcare Sanctuary and the ASRC collaborated in a hospitality enterprise. Asylum seekers who have the right and the capacity to work have been offered a paid position through this initiative and the surplus generated is used to support asylum seekers with little or no income, including those who have no access to

essential health, welfare or legal services.

In 2009/10 an environmental audit was conducted by the Moreland Energy Foundation. The audit identified a series of energy saving and cost reduction initiatives that residents at the facility could practically implement.

Future

During 2010/11, a review of Baptcare Sanctuary's procedures and service delivery will be conducted. The review will supplement the regular internal assessment of procedures and service delivery at the facility, with the aim of delivering ongoing quality improvement.

A pathway to facilitate cash payments to Sanctuary residents will also be investigated to provide greater empowerment and dignity for the residents than the current provision of supermarket vouchers.

Baptcare Sanctuary relies on support from trusts, foundations and the community to remain open. Baptcare will continue to actively seek new funding to ensure the ongoing operation of the facility.



"Baptcare has made me feel that
there is still hope in this life."

—Dot, Baptcare Sanctuary resident



"I've been free to live a normal life;
it's been wonderful."

—Joan, aged care home resident





Aged care homes

Baptcare's seven residential aged care facilities across Victoria and Tasmania are home to over 1,200 older people and include high care, low care, respite care, independent living units and assisted living. From the moment a resident enters a Baptcare aged care home, they are treated with respect, understanding and dignity.

Achievements

The aged care environment has various challenges including declining levels of capital funding and a continuing shortage of skilled nursing staff. A major focus this year and in the forthcoming years is to improve operational efficiency to ensure the wellbeing of our residents and employees.

The three Baptcare homes that underwent accreditation this year achieved 100% compliance and were awarded the maximum three years Accreditation, a reflection of Baptcare's commitment to exceptional care.

The 22 new independent living units at Baptcare Karingal Community in Tasmania are now complete and 14 units have been sold. All 38 independent living units at Baptcare Hedley Sutton Community are now fully occupied.

A Palliative Care Clinical Nurse Consultant

was appointed to work with residents who required expert advice and access to palliative care services. The nurse also works closely with staff and family members of residents requiring this service.

Future

Baptcare is currently exploring a series of new care models which will meet the changing and often complex needs of residents. A specific pain management program to help relieve the chronic pain symptoms associated with many diseases of older age will also be implemented.

Baptcare will continue to grow and invest in future aged care developments to meet the needs of more frail elderly people in the community. All new developments will incorporate environmentally sustainable design.



Pastoral care

Baptcare's pastoral care team works across all Baptcare services and cares for the 'whole' person by providing opportunities to explore deep questions and concerns. The team also offers spiritual comfort and companionship to individuals searching for God's guidance and emotional healing, particularly during times of distress, loss and grief.

This year the pastoral care team expanded its reach to all Baptcare's service areas and commenced a new dementia-specific spiritual care program. A total of 10,000 individuals across Baptcare received pastoral care support. A survey completed by residents revealed the importance of spiritual support including its overall significance and the positive impact it had on their emotional wellbeing. Significant focus has been placed on developing client surveys to empower recipients of pastoral care to give feedback on what they value about pastoral care and to suggest improvements.

As part of Baptcare's commitment to ongoing learning and service enhancement, Baptcare

presented a series of discussions in New Zealand and interstate exploring spirituality and ageing.

New pastoral care volunteers for Wonthaggi, Bairnsdale and Lakes Entrance successfully completed training in various areas. Including: grief and loss matters; team building; effective communication; and, the ability to work with people from diverse backgrounds.

As the need for pastoral care remains high, monitoring the effectiveness of the program through consumer feedback is an ongoing priority. In the coming year, pastoral care will also be integrated into Advance Care Planning within Baptcare's aged care homes.



Community ministries

Baptcare's Community Ministries Grants Program provides financial and consultant resources to assist Baptist churches to respond to local evidence-based need, encouraging them to work outside their four walls in their communities where social exclusion and disadvantage is evident.

Since 2007 Baptcare has allocated just under \$400,000 to Baptist Churches either as 'Seeding Grants' – up to \$10,000 for the establishment of a new project – or as 'Community Ministry Grants' – for projects already established that can grow in scope and service.

Over the past year, Baptcare has funded six Seeding Grants and two Community Ministry Grants. These grants have enabled Baptist churches to:

- Provide a supported special needs playgroup called Parents Overcoming Depression.
- Conduct a feasibility study into establishing a community centre in Cranbourne and a community hub in West Melbourne.
- Support Burmese refugees in the City of Maroondah.
- Employ a Director of Community Care at Bendigo Baptist Community Care.

For the second consecutive year, Baptcare has extended its support to the Refugee Women's Community Development Project, operated through Westgate Baptist Community.

An additional \$23,782 was put towards the children and support group program, an initiative designed to assist a group of Burmese female refugees with their transition into the Australian community as well as improve their confidence. Participants have access to a diverse range of social experiences including visits to the Melbourne Zoo, Altona beach and the Botanical Gardens. Fundamentally these activities enable the participants to engage and interact in the wider community.

In addition, the participants are also provided with a set of important life skills including support with understanding their legal rights and health education. These women are also empowered to improve their English language skills and have access to food preparation classes.



Support for the homeless

Baptcare proactively responds to identified need in the community, including chronic social issues affecting the financially disadvantaged and the homeless.

Since January 2009, Baptcare Church Nursing Service in Brunswick has been providing free health checks to the homeless community and those at risk of homelessness in the North-West region of Melbourne.

During 2009/10 a total of 107 individuals from Brunswick, Wominjeka, Broadmeadows and Glenroy benefited from this service. The health checks are delivered by a Registered Nurse within community centres. The project is delivered to clients who are known to these services, and can be accessed by any person who is homeless, or at risk of homelessness, regardless of existing service links or referral source.

Initially funded by the Department of Human Services, the program was due to finish on December 31 2009, however given the uniqueness of the service, positive outcomes and high demand, Baptcare self-funded the project for another year.

A survey of 49 Salvation Army clients was undertaken by Merri Health which explored the clients' perceived value of the service. A total of 90% of respondents reported that the Nurse was able to help them with issues and 100% of respondents reported an improvement in how they felt about their health status. Most notably, clients felt an increased sense of happiness.

Baptcare is currently applying to trusts and foundations for ongoing funding and it is hoped that this project, which targets a group that is under-served and falls through service gaps, becomes a permanent part of Baptcare's service portfolio.

Affordable housing

As part of Baptcare's commitment to social inclusion, Baptcare provides affordable housing for people facing financial hardship in Victoria.

Baptcare's affordable housing units provide the bases from which financially disadvantaged people can access a range of services including education, training and employment. It also provides people with a chance to live independently and be part of the community, with rent based on tenants' income.

Baptcare has a total of 15 affordable housing units in Wangaratta and Boronia. These units are home to financially disadvantaged elderly and people who meet the income and assets test, meaning that they earn a low income, are eligible for a health care card, have assets totalling less than \$34,000 and are able to live independently.

All units have been fully occupied for the past two years and there are approximately 30 individuals and families on a waiting list for a unit in Wangaratta.

In the 2010 Aged Care Approvals Round, Baptcare received 90 aged care places for the Westmeadows Project, which will involve Baptcare constructing and operating a new aged care home in Broadmeadows in Melbourne's north. The aged care home will be part of a broader, large-scale housing redevelopment including 15 independent living units and will specifically target low-income and socially disadvantaged entrants, as well as providing a range of innovative connections with the surrounding estate through a 'community hub'.



Strategy & sustainability

Over the past five years Baptcare has consolidated and grown significantly. Organisational consolidation requires a complimentary focus on developing strategies and directions that position Baptcare for the future. To assist with this process, Baptcare created a new division named Strategic Development & Sustainability.

The new division exists to enhance Baptcare's capability to achieve its strategic objectives through effective planning, research, analysis, quality assurance, continuous improvement and the implementation of new initiatives in community engagement and client-focussed services. The division also exists to enhance Baptcare's environmental sustainability and responsibility.

Baptcare's commitment to environmental stewardship is demonstrated through: the allocation of resources to ensure all future developments are sustainably designed; and, the review of the environmental impact of all our existing operations.

Baptcare encourages analysis of future trends and changes in client and resident requirements and is committed to developing future strategic directions to remain a people-focussed organisation providing excellence in care for the community.

Volunteers

Baptcare has over 600 volunteers who share a common trait: the passion and willingness to enrich the life of a stranger in need. These special individuals selflessly donate their time and energy, expecting in return only a smile and the knowledge that their contribution has brightened the life of someone needing a little extra support.

Our volunteers provide care in various capacities including: visiting clients who live in isolation; designing and implementing fundraising initiatives; supporting craft and art groups at residential sites; and, spending time with individuals who are in search of friendship.

During 2009/10, some of our longest serving volunteers retired, including our longest serving volunteer of 60 years. These wonderful individuals were invited to a farewell dinner where they were presented with a special gift and certificate for their significant contributions over many years.

A pilot volunteer training program was initiated this year that provides volunteers with solid training and orientation to ensure that they have a meaningful volunteering experience at Baptcare.

Over the forthcoming years, a Volunteer Coordinator will be appointed at each of Baptcare's aged care homes. Baptcare also has ambitions to extend its volunteer program to meet the needs of frail older people who live at home alone and have the desire to reconnect with their community.



Looking to the future

Founded on Baptcare's Christian identity, Baptcare envisions a future in which it proactively engages with the world by taking a critical, analytical, flexible and creative approach to identifying and responding to human need. This

is demonstrated through five strategic goals.

Over the next five years, Baptcare will proactively pursue opportunities to achieve these aspirations.



1

A stronger Christian ethos

Living our Christian values in word and deed; building a better evidence base from which to advocate for justice and generate socially inclusive services; placing greater value on pastoral care; and, helping others to care in their neighbourhoods.

2

A unique mix of programs

Making our diversity our strength; integrating our unique mix of programs in more creative ways to 'bring care to life' for families, individuals and the community.

3

A more attractive employer

Valuing our staff and volunteers more highly by developing their capacity to care for others.

4

Better tools, better care

Investing in the best technology and adopting best-practice to deliver the most effective services to our residents and clients.

5

A stronger reputation

Achieving greater recognition for our commitment to our values and to serving those in our care.

Governance & Board

Corporate governance

For 65 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 Baptcare's activities 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.

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. 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

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.

Composition of the Board

During 2009/10, Baptcare had 11 Directors: **1.** Mr Peter Francis OAM, Chairman; **2.** Mr Robert Arnold, Treasurer (until January 2010); **3.** Mrs Kerry Bradley; **4.** Mr Philip Curtis; **5.** Mr Matthew Hick (from March 2010); **6.** Mr Ross Kemp; **7.** Mr Chris McKenna; **8.** Mr Jon Price (until September 2010); **9.** Mr Charlie Speirs (until August 2009); **10.** Mr Philip Trebilcock; **11.** Mr Ian Warner.





Our people

Every day our staff are empowered to use their skills, talent and professional experience to enrich the lives of individuals facing distress or disadvantage.

We recognise that in a care industry such as ours, our employees define our success, so we continually invest in their capacity to care for our residents and clients through an extensive range of training programs. During 2009/10 a total of 12,353 hours of training was provided to staff – almost double last year's figure of 7,466 hours. We also implemented Learning Seat, an online learning and compliance tool which gives our staff access to 500 professional development courses. This initiative gives the user flexibility to learn; individuals can create their own personal file and receive feedback and progress reports.

During 2009/10 Baptcare implemented a Leadership Capability Framework which articulates the capabilities and behaviours Baptcare expects its leaders to demonstrate. The framework includes five key areas: delivering outcomes, actively caring, engaging others, leading self and shaping the future. We will continue to support our leaders to embrace and promote these aspirations in their day-to-day work practises.

During 2009/10 Baptcare implemented a series of innovative Occupational Health and Safety (OH&S) processes to ensure the ongoing delivery of best-practise health and safety standards at our 30 sites. This included an Employee Health Check Program, training for all OH&S committee members and leaders and site reviews with the Australian Red Cross to meet the requirements of the Occupational First Aid Compliance Code.

At Baptcare, we vigorously monitor our safety standards and are committed to enhancing our workplace safety measures to ensure the safest working environment for our staff.

Information technology

Over the past two years, the IT team has progressively executed a range of strategically aligned initiatives which aim to better support Baptcare employees to provide the best possible care to residents and clients.

This year's focus included:

- The implementation of AutumCare; a best-practice client management system which replaces paper-based documentation and supports our staff to effectively record and track client data and care planning. Further benefits include reduced documentation which enables staff to spend more time with clients.
- Implementation of Aged Care Funding Instrument (ACFI) Manager Software, which optimises Baptcare ACFI funding across all of Baptcare's residential aged care homes.
- The organisation-wide roll-out of SharePoint, a new software program which is expected to generate a significant change in work practice for Baptcare employees.

Over the coming years, Baptcare's IT team will continue to implement a series of integrated state of the art software systems which will better support Baptcare employees to deliver exceptional care.

Marketing & fundraising

Baptcare's marketing and fundraising activities during 2009/10 were designed to deliver three key goals: a stronger reputation; increased and sustainable fundraising income; and, clear, meaningful, consistent and high impact communication.

Baptcare's fundraising program is designed to enable Baptcare to proactively deliver non-government funded services that address unmet community needs, and to enhance the level of care we're able to provide through existing programs. During 2009/10 we raised a total of \$526,302 from events, individuals, trusts, churches and bequests. Over 400 individual donors gave \$156,669 and 12 trusts gave 24 grants totalling \$174,620. We received seven bequests totalling \$51,950 and 22 corporate partners supported our Golf Day which raised \$42,612. Our volunteers and auxiliaries raised \$34,234 and Baptist churches gave \$11,695. **One hundred percent of all donations received were directly allocated to program delivery.**

This year Baptcare's marketing activities focussed on engaging with Victorian Baptist churches, developing our staff as 'brand ambassadors' and celebrating Baptcare's 65th anniversary. Seven regional celebration events and a special anniversary worship service were held in 2010. These events included a lighting of the Baptcare candle symbolising Baptcare's purpose (to ignite and nurture the flame of human vitality).

In the upcoming year, a social media plan which focuses on online opportunities and two-way communication with stakeholders will be implemented. This will allow Baptcare to develop a stronger advocacy role and contribute to public debate. We will continue to develop our employees' ability to market Baptcare through their everyday work and will seek to grow brand awareness across all Baptcare's stakeholder groups. We will also focus on engaging new and younger donors.





Financial overview

Baptcare continues to perform well financially with a strong underlying surplus, excellent cash flows, good quality buildings and a sustainable business model with strong growth.

In spite of the global financial crisis in 2008/09, Baptcare delivered an operating surplus of \$10 million for the year ending 30 June 2010. Although this was lower than last year's overall result of \$24 million, it was significantly higher than last year's underlying surplus of \$1.8 million. This was a result of two one-off transactions in 2008/09, including a book profit of the acquisition of Karingal Care Services (\$14 million) and profit on the sale of the former Baptcare Hedley Sutton Community (\$8.2 million).

Funding for Baptcare comes through various channels: 76% of Baptcare's revenue comes from Commonwealth and State governments, 20% from client fees and the balance from donations, interest and other sources. The vast majority of expenditure comprises wages and client cost (69%) and building-related costs (14%).

Overall, Baptcare's 2009/10 financial result positions Baptcare for further growth and developments. During the next five years, Baptcare has ambitions to expand and further develop its services to reach more people in need across Victoria and Tasmania. In addition, Baptcare will further invest in its employees and information systems, to better care for our residents and clients. To do this effectively and to sustain and develop existing services, Baptcare requires a modest surplus.

Baptcare maintains 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; secure new funding by proving that we are financially sustainable; repay resident bonds; and, improve the quality and capacity of our facilities.

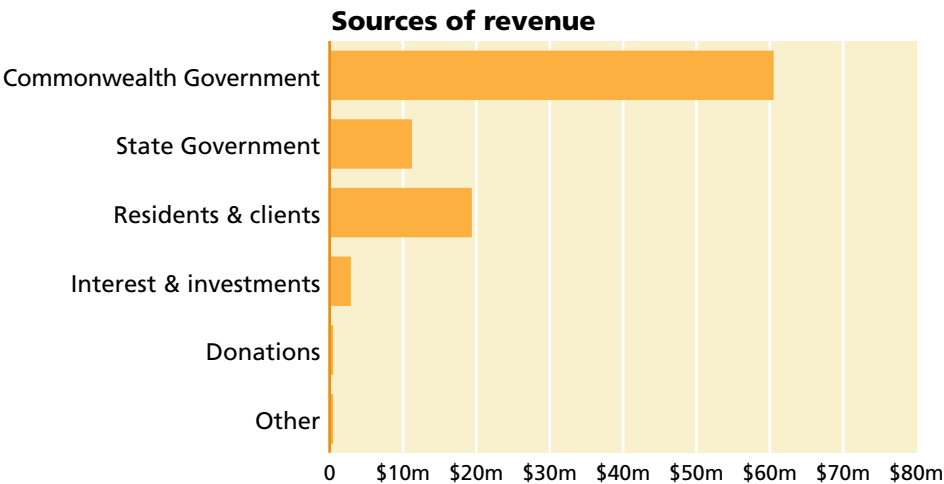
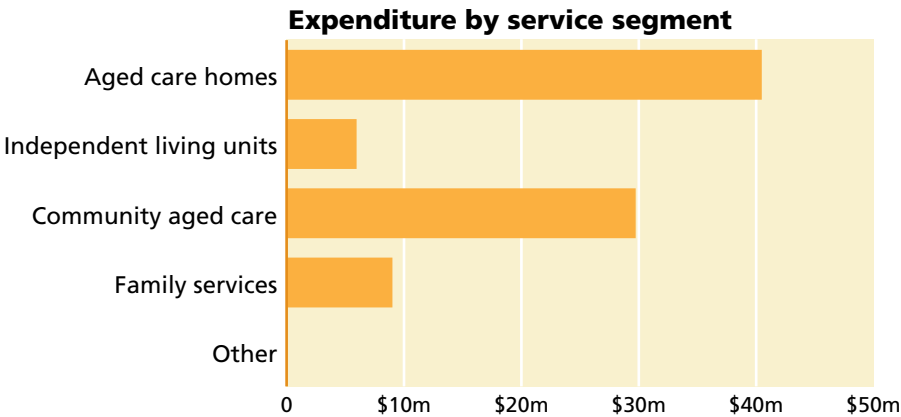
Financial performance	2009/2010	2008/2009
Revenue	94,999,900	106,467,612
Expenditure	(85,044,491)	(82,460,515)
Net surplus	9,955,409	24,007,097

Financial position		
Total assets	206,280,733	193,432,915
Total liabilities	110,157,525	107,119,290
Net assets/equity	96,123,208	86,313,625

Cash/investments	59,594,929	45,301,836
------------------	------------	------------

84 percent of revenue was spent on service delivery:

	\$000s
Revenue	95,000
Less profit	(9,955)
= Total cost	85,045
Less overhead support costs	(5,594)
= Total service delivery cost	79,451





Our supporters

Corporate supporters and sponsors

4orward Consulting
AccessPay
AE Smith Service Pty Ltd
Alert Tech Pty Ltd
Allen Foundry Co Pty Ltd
Anglo Italian Holdings
BDO
Bledisloe Australia Pty Ltd
Bortolotto Plumbing Service
Bunzl
Caruso, Phillip & Co
CGU Worker's Compensation Vic Limited
Colorpoint
D&A Pulitano Constructions Pty Ltd
Evelyn Mason & Associates Pty Ltd
Fishers IGA
Freshwater Designs
Gillian Coote Family Law
Health Super Pty Ltd
Hesta Super Fund
iCare Solutions
ID-ME Pty Ltd
Ingelwood & District Health Service
Invocare – Le Pine Funeral Services
James Cross Electrics Pty Ltd
Johmac Pty
Laundry Solutions Australia P/L
Lifehealthcare Hospital & Rehab
Medirest
Microsoft
Nationwide Health & Aged Care Services
Open Mind Research Group Holdings P/L
Penfold Motors
Progressive Office Furniture
Ritchies Stores
SCA Hygiene Australasia Pty Limited
Sentinel Fire Services
Sparr Co P/L
Star21
Technick Consulting Pty Ltd

TMS Australasia P/L
Upstream Technology
Vivir
Workplace Legal Pty Ltd

Churches

Aberfeldie Baptist Church
Campbelltown City Baptist Church
Chelsea Baptist Church
City North Baptist Church
East Doncaster Baptist Church
Eastern Chinese Baptist Church
Echuca-Moama Baptist Church
Footscray Baptist Church
Hamilton Baptist Church
Kerang Baptist Church
Kew Baptist Church
Kilsyth South Baptist Church
Maldon Baptist Church
Moonee Ponds Baptist Church
New Community Ringwood
North Balwyn Baptist Church
Rosanna Baptist Church
Wendouree Baptist Church

Church Groups

Blackburn Missionary Stamp Club
Blackburn Sunday Evening Fellowship
Mission Enterprises Blackburn Ltd
North Balwyn Baptist Friendship Club
Victorian Baptist Netball Association
Women's World Day of Prayer (Essendon)

Trusts and Foundations

Andrews Family Charitable Fund
Anglican Diocese of Melbourne – ADF
ANZ – VCF – The Ruth Fagg Foundation
ANZ – Hector Waldron Pride Trust
Baptist World Aid Australia
Collier Charitable Fund
EastWeb Fund

Foundation for Rural & Regional Renewal
Ian Rollo Currie Estate Foundation
Lord Mayor's Charitable Fund
Melbourne Community Foundation
William Angliss Charitable Fund (Victoria)

Schools

Carey Baptist Grammar School
Strathcona Baptist Girls' Grammar School

Community Groups

Civilian Widows Tasmania
Devonport Lions Club
Kerang Country Women's Association
Kerang Ladies Bowling Club
Lions Club of Forth Valley
Lions Club of Murrabit & District Inc
Lodge of Concentration
Moonee Ponds Tax Office Social Club
Pathways Australia

Bequestors

Estate of William Craighead
Estate of Harriet Jane Lord
Estate of Mavis Joan Kerry
Estate of Phyllis Elsie McArthur
Estate of John Alfred Dowson
Estate of Florence Ernestine Isabel Smith
Winsome Abbott Trust

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

Auxiliaries

Friends of Strathalan
Friends of Westhaven Community
Hedley Sutton Auxiliary
Karingal Auxilliary
Northaven Ladies Auxiliary
Orana Auxiliary Committee
Orana Country & Western Event

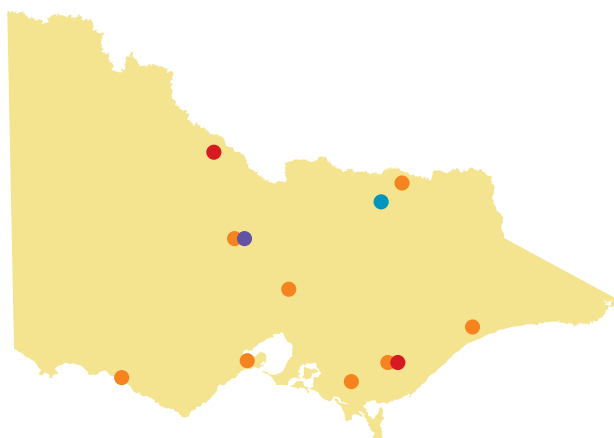
**“Love the Lord your
God with all your
heart and with all
your soul and with
all your strength
and with all your
mind”; and, “Love
your neighbour as
yourself.”**

**Luke 10:25–37
(New International Version)
The Parable of the Good Samaritan.**

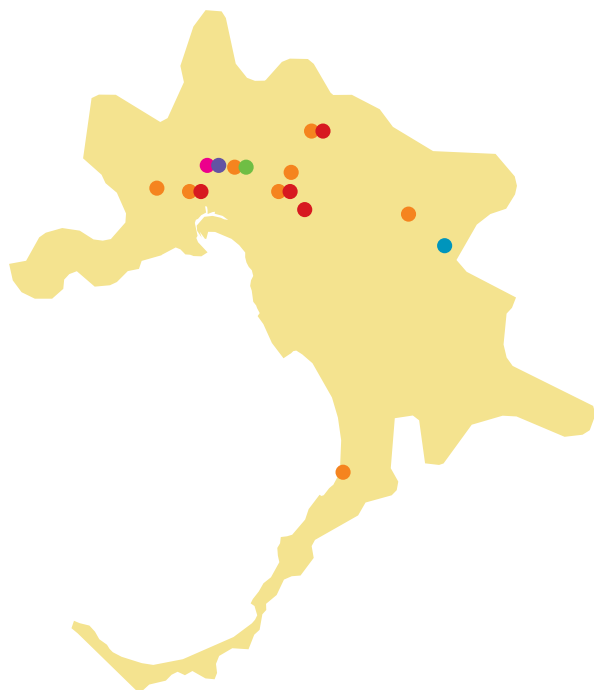
Our locations

- Residential aged care homes
- Community aged care offices
- Baptcare Sanctuary asylum seeker housing
- Affordable housing
- Family services offices
- Disability services

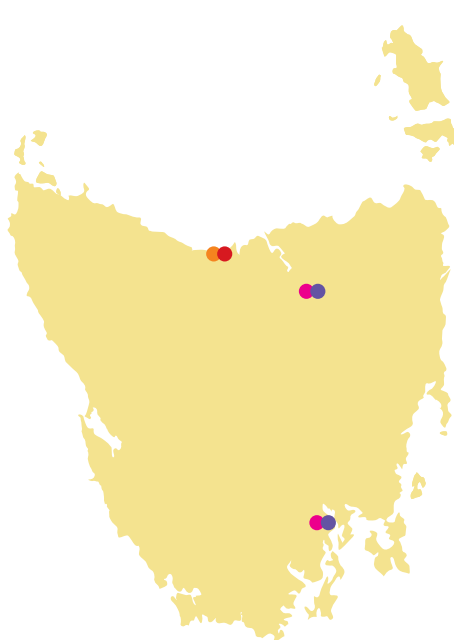
Victoria



Metropolitan Melbourne



Tasmania



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 visiting www.baptcare.org.au or calling Baptcare on 03 9831 7222. 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

By leaving a gift to Baptcare in your Will, you will have a lasting impact, supporting vulnerable people for years to come. For more information, please contact our Bequest Officer on 03 9831 7222.





Celebrating 65 years
of bringing care to life

General enquiries

Baptcare central office
Ground floor/1193 Toorak Road
CAMBERWELL VIC 3124
(PO Box 230, HAWTHORN VIC 3122)
Phone: (03) 9831 7222
Fax: (03) 9831 7272
Email: info@baptcare.org.au

Media enquiries

Tara Anderson
Marketing and Communications Manager
Phone: (03) 9831 7205
Fax: (03) 9831 7272
Email: tanderson@baptcare.org.au

Family and Community Services

Phone: (03) 9831 7222
Fax: (03) 9831 7272
Email: familyservices@baptcare.org.au

Aged Care

Phone: (03) 9831 7222
Fax: (03) 9831 7272
Email: agedcare@baptcare.org.au

www.baptcare.org.au

Baptcare proactively responds to human need by providing care to older people, children, families, people with a disability, financially disadvantaged people and asylum seekers across Victoria and Tasmania.