

Annual Report 2010 - 2011



Baptist Care (SA) Inc

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Board Members

Allan Priest

Chairman

Mr Paul Scully

Chief Executive Officer (from 31/1/11)

Mr Len Payne

Chief Executive (to 7/1/11)

Rev Michael Mills

State Executive Minister, Baptist Churches of SA

Rev David Smith

President, Baptist Churches of SA

Robert Beard

Dr Lloyd Evans

Mr Richard Grace

Ms Catherine Powell

Mr Joe Young

(Served from 6/11/10—16/5/11)

From the Chairman...

On behalf of the Board I welcome you to this record of Baptist Care (SA) endeavour during the past year.

As you read on it will quickly become apparent that 'expressing through practical actions the love of God and the redemptive purposes of Jesus Christ', our constitutional foundational object, has many diverse expressions.

It is with a deep desire for the discovery of wholeness in those we serve clearly and constantly before us, that the Board continues to develop and implement governance policies designed to strengthen and enhance Baptist Care's competence and effectiveness.

Significant outcomes during the 2010-2011 year have included:

- Undertaking an extensive national CEO search process leading to our being delighted to appoint Paul Scully, effective January 31, 2011;
- Finalising the sale of the Aldis/Tinsley residential aged care facility and, in the absence of an acceptable sale opportunity, significantly enhancing the operational performance of our Playford Village complex;
- Setting up the Baptist Care (SA) Foundation with a view to developing a new capital base from which permanent ongoing income independent of Government contractual funding will flow;
- Commencing construction of Baptist Care House, our new state of the art services hub at Wayville;
- Continuing liaison with Housing SA towards it commencing construction of the long-proposed *Sanctuary in the City* facility at our *WestCare* site;
- Significant ongoing enhancement of our internal financial, human resources and risk management processes in ways necessary

and appropriate to an organization of Baptist Care's size and diversity.

Looking ahead, further initiatives presently in progress comprise:

- Taking action designed to 'put legs on' the vision that Baptist Care become a resource of first choice in facilitating the further development of community services ministries outworked through local Baptist Churches, with a particular focus on ministries to the aged and ageing. A process continues to identify a suitably qualified full time leader of this ministry;
- Renewing our Strategic Plan. The plan implemented at the time of Baptist Care's establishment in 2008 has served us well but it is time for a new long term plan to be developed;
- Discerning future direction in relation to the properties and facilities that are in need of substantial renewal at our WestCare Inner City Ministries and Mylor camping sites;
- Enlarging by three elected members our Board to strengthen its depth and skill mix.

Of course, areas such as those listed, whilst crucial to ongoing fruitfulness, represent just a small part of all that comprises Baptist Care.

Acknowledgement and great appreciation is expressed to the many staff and volunteers who invest their time and energy in representing Jesus Christ at Baptist Care's 'coal face' in today's needy society. Our grateful thanks also, to our many donors and supporters, without whom so much less would be accomplished.

Together, it is a holy privilege for us to be His contemporary agents in bringing hope and greater wholeness into the lives of every person positively impacted by our services.

Allan Priest
Chairman

Chief Executive's Report

Doing good to all people

It is a pleasure to write my first Annual Report for Baptist Care (SA). A passage from the Bible that I find thought provoking reads as follows ***"Therefore, as we have opportunity, let us do good to all people..."***. Taking on board that theme, there has been a great deal of good work done over the last year in Baptist Care (SA) and here are some highlights.

Refugee Services

Over the last year we have been supporting unaccompanied minors seeking asylum in Australia through our accommodation services. It has been a learning curve for staff to work with young people who often have experienced trauma and significant loss in their lives. Another program supporting young refugees, *Imagine the Future*, works in partnership with the SA Police and Survivors of Torture & Trauma Assistance & Rehabilitation Service (STTARS). The program was featured on the ABC's 7:30 South Australia programme in May 2011 and perhaps you might take the opportunity to watch via the following link (<http://www.abc.net.au/news/2011-05-13/program-delivers-lessons-in-trust/2715218>). Refugee Services also welcomed a visit from the Minister for Home Affairs and Justice, the Hon. Brendan O'Connor MP.

Aboriginal Services

Baptist Care (SA) had the opportunity to partner with the Aboriginal Sobriety Group to support homeless Aboriginal people in the east of Adelaide. Can you imagine not knowing where you would sleep tonight? Our staff work with Aboriginal people so they can have a permanent safe home and not be at risk by sleeping rough. In order to improve our services, staff also completed two days of training on how to work more effectively with Aboriginal people. It is hoped this will also pave the way for Baptist Care (SA) to contribute to the Closing the Gap initiative by supporting the employment of Aboriginal people in the community services sector.

Children and Youth Services

Our work with young children and youth continued to be a major focus for the organisation, especially providing care for children and young people who cannot live at home. Baptist Care (SA) staff also worked in high schools in the north of Adelaide and on the Eyre Peninsula to ensure that at risk students do not drop out of high school. Young people who don't complete grade 12 are at higher risk of failed relationships, jail, substance abuse and poor health in their adult life. Our Adventure Services in the Limestone Coast region received high praise from the local magistrate, who attributed positive changes in young offenders not reoffending to our program. Our Employment Services also achieved good outcomes with young people.

Aged Care

As we transition from residential aged care to community aged care, it has been challenging to find a suitable purchaser for Playford Village in the current economic climate. Nevertheless, we continued to provide quality care, including providing chaplaincy services to former residential villages.

Quality Improvement

At Baptist Care (SA) we are committed to giving our best when we do good for others. As such, the staff and I embarked on a major quality project. Over the next three years Baptist Care (SA) will strive to achieve accreditation against the *Quality Improvement Council* standards which are internationally recognised in the health and community services sector.

Finally, I would like to take this opportunity to thank everyone who supported our mission through 2010-11, including our dedicated paid staff, loyal donors and many volunteers.

Paul Scully
Chief Executive Officer

Organisational Initiatives

Blue Skies

As part of the Blue Skies initiative, we are continually looking for ways to reduce the environmental footprint of our organisation. As part of this agenda, *Please Switch Off* labels were distributed to all our sites to encourage staff and clients to turn off lights when not in use. The labels are branded with the Blue Skies logo and have been designed to engage staff. In addition to the main message, each sticker has an additional comment (one of a series of eight) designed to stimulate discussion about why it is important to conserve energy. To further minimise green house gas emissions, an Environmental Standards procedure was implemented to ensure that heaters, coolers and air conditioners are used as efficiently as possible.

Environmental tips were/are shared with staff through the intranet and the staff newsletter. For example, staff were encouraged to reduce their use of paper. In addition, some effort was expended testing the quality of different types of recycled paper to see if they are suitable for our needs, in the hope that we can reduce our dependence on virgin paper. The use of recycled paper has significant environmental benefits including: reducing loss of forest timber, using less energy, water and chemicals and producing less pollution during manufacture as well as diverting used paper from landfill, where its decomposition would produce large amounts of the potent greenhouse gas, methane. Through our national body, Baptist Care Australia, we are hoping to negotiate a better price for recycled paper from our stationery supplier, as recycled paper is currently more expensive than non-recycled paper.

Enrich

Our organisation needs to be able to clearly articulate its mission and values to avoid drifting from our mission "to love God" and "love others" and to prevent us from losing sight of why we are here. One of the ways this is occurring in Baptist Care (SA) is through the ENRICH Values program. Introduced at the induction and orientation phase, this program highlights the relationship between the stated organisational values and the behaviours that are expected of each employee in their service to clients, relationships with co-workers and in the management of the resources under their care.

The Values are further kept alive through the development of Team Values Agreements where staff collectively make an agreement on how they want to live out the values with each other. The Values are also incorporated into our Continuous Quality Improvement programs and business plans. The ENRICH Values program is assisting Baptist Care (SA) to be not merely talking the talk, but to walk the talk in staff everyday practice. We want to acknowledge the work of our Senior Chaplain Darryl Bishop in rolling out the Values Program.

Programmes

Chaplaincy

Over the past 12 months, Baptist Care (SA), through its Pastoral Care staff, volunteers and visitors from local churches, provided ongoing spiritual and emotional support to some 190 residents in residential aged care facilities at a level which continues to be commended by the Aged Care Standards & Accreditation Agency. Much of this support involved listening, empathising, reminiscing and providing companionship on a one to one basis with people. Group activities included Worship and other special services, Fellowship Groups, Men's BBQ's and an annual Memorial Service.

In January 2011, the Aldis Nursing Home and Alan Tinsley Hostel at Morphett Vale were sold to another aged care Provider. Such has been the regard for the pastoral care at this site that residents and family members requested that a Chaplaincy Service be retained. Baptist Care (SA) was pleased to enter into a contract with the new service provider to provide an ongoing voluntary service for the next three years.

Working with the Centre for Ageing, Wellbeing and Care Inc, a Diploma in Ageing & Pastoral Care has been launched in South Australia to further equip and assist people in their support and pastoral care of the frail aged. This initiative aligns well with the decision of the Baptist Family of Churches to become further involved in community aged care services, which includes resourcing and supporting the ministry of local churches.

The Pastoral Care Services at Playford Village have recently been enhanced with the employment of a Student Chaplain. However, after seven years of wonderful ministry, Pastoral Carer Sue Ind has moved on to another organisation. She will be missed.

Community Services

Aboriginal Services

The most significant change in our Aboriginal Services during the year was the commencement of the new NAHA Eastern Adelaide Aboriginal Specific Homelessness Service. It is a wonderful opportunity to be able to work with Aboriginal clients in a case management homelessness program. As a result of the new service, we have experienced an increase in Aboriginal clients visiting all of our Inner City Services. In addition, one of the new employees working in the new service is Aboriginal. Our new CEO is very keen to develop Aboriginal specific policy around employing and retaining Aboriginal staff. This will be an ongoing process over the next financial year.

The Karpandi Women's Elder Program

At the end of 2010, the Aboriginal Elder Women's Program went through an appraisal by the Home and Community Care (HACC) funding body. A consultant was employed to work with staff to upgrade the program's HACC systems. A lot was achieved in a short period of time. A number of new and upgraded forms were introduced along with an information package for the clients to keep and refer to should they have any questions or concerns about their entitlements to support. In addition, a new complaints process and form was introduced, in case clients wished to comment on any issue relating to the services they received. The outcome from the HACC appraisal was a score of 20/20, with leading practice designations for the implementation of the new forms and the information packages.

Children's Program

There was a major review of the program during the year with the intention of improving services and outcomes for Aboriginal and Torres Strait Islander children in our community through family support and

outreach. Family support, health and lifestyle contribute to the wellbeing of the child so links were established with the Adelaide Western General Practice for healthy lifestyle activities (Reset Your Life Program and Nunga Fitness Program). A link with the Centacare Children's Program was also established. Participants in these programs have enjoyed the activities.

Aboriginal Men's Drug Intervention Program

There remained a steady demand for services from Aboriginal men needing to be linked with health services for dental care and attention to infections and chronic disease. In addition, with the introduction of the *NAHA Eastern Adelaide Aboriginal Specific Homelessness Service*, we were able to house a few more of the men who were in contact with the Aboriginal Men's Drug Intervention Program, including two of the men being housed in the WestCare Units.

In late June we held a camp at Tumbly Bay on the Eyre Peninsula, which was attended by 110 men from 10 communities (Raukkan, Meningie, Murray Bridge, Adelaide, Pt Pirie, Whyalla, Coober Pedy, Oodnadatta, Melbourne and Pt Lincoln communities). A group of service providers (Baptist Care (SA), Kalparrin Community of SA, Murray Mallee Community Health and the Raukkan Community) facilitated and funded the week-long camp. Five cooks from Melbourne came along and cooked the meals which were absolutely delicious. We ended on the Thursday night with a *hungi* of pork, beef, fish and vegetables followed by desserts. It was fantastic. The evening concluded with a Talking Circle, which featured a lot of participation, some very strong personal sharing of stories and really good feedback from campers about their experiences over the week.

NAHA Eastern Adelaide Aboriginal Specific Homelessness Service

On December 1st 2010, Baptist Care (SA) began providing a new service to our community working specifically with Aboriginal people who are homeless or at risk of homelessness. We deliver this new service in partnership with the Aboriginal Sobriety Group (ASG).

A team of four caseworkers support our clients helping them to find long-term, sustainable housing. This involves making applications to government agencies, community housing bodies and private landlords and also helping to find shorter term accommodation to meet the clients' immediate needs. Our caseworkers also supported clients to address any other issues which may be making it harder for them to find or keep accommodation. These included drug and alcohol misuse, mental health issues and/or difficulties with financial management.

This new program has also brought with it a number of challenges, a major one being that the housing component remains within our service although it was not part of the tender process.

Adventure Camping

During the year Baptist Care (SA) Adventure Camping delivered a wide range of recreational activities for people and communities across South Australia. The common aim of all Adventure Camping programs is to provide people with unique life experiences that leave lasting impressions, promote discovery and learning and enrich each person's relationship with themselves, other people and God. The 2010-11 year was an extremely busy one for our dedicated team of staff who continued to respond positively and with enthusiasm to the changing demands of the outdoor recreation industry.

Mylor Campsite and Riverview Lodge

Our Mylor Campsite recorded more than 17,000 visitor nights in 2010-11, with Campsite attendees enjoying active, adventure-based activities, home-style catering and dormitory accommodation. More than 100 school groups with students aged from Reception to Year 12 visited during term time and revelled in the exciting range of supervised outdoor activities including canoeing, flying fox, mountain biking, high and low ropes and the giant swing. Youth groups from across the denominations, people with disabilities, pastors on retreat and other special interest groups stayed on weekends and during school holidays.

Ministry camp highlights included Youth Leadership Week, Life Adventure Week and Easter Camp which was attended by around 250 young people. Riverview Lodge, a motel-style accommodation facility with a luxurious central meeting space, was utilised by corporate, disability, church and smaller school groups for retreats, respite, team-building, training and staff development sessions. In October we farewelled Jim Staude, whose dedicated service and leadership over 12 years helped see Mylor retain its place as one of the premier campsites in South Australia, despite going through some of its toughest times.

Adventure Services

Adventure Services delivers outdoor adventure day activities, camps and expeditions to disadvantaged, at-risk young people. Local and wilderness adventure therapy programs were delivered in locations across South Australia and Victoria in 2010-11, including the Flinders Ranges, Coorong, Grampians and Riverland. In all, 37 camps and 14 day activities for more than 380 participants were run under the Wild Unlimited, Adventure Breaks, Tumbelin and Imagine the Future programs through funding from government and non-government agencies. In addition, six camps and four day activities were provided on a fee-for-service basis for groups from the South Australian Ambulance Service, South Australian Police and other youth sector agencies. In addition, 135 activity days were delivered throughout the year, with more than 800 attendances recorded.

Tumbelin

Tumbelin (a Ngarrindjeri word meaning "Awaken and Live") is the name given to Baptist Care (SA)'s outdoor adventure therapy program. It is an integrated wilderness adventure therapy program for at-risk young people living in the Eyre and Limestone Coast regions of South Australia and is delivered by Adventure Services staff and Baptist Care (SA) Youth Workers. In 2010-11 ten groups of young men and two groups of young women across both regions took part in the seven-week program based on the central theme of Respect – for self, others, property and the environment. Case management was provided by regional-based Youth Workers and Youth Support Workers, with outdoor instruction provided by Adelaide-based Adventure Services staff. Eighty disengaged young people took part in the program and on completion many reported improvements in self-esteem, self-confidence and leadership skills which contributed to positive changes in areas such as problematic drug and alcohol use, poor school attendance and family disconnection.



Health and Recovery Services

Health and Recovery oversees our Disability Employment Services, Community Links Program, Psychosocial Support Services, Accommodation Support Program and the Peer Work Project. In April 2011 Youth Education and Transitional Services (YETS) also joined the Health and Recovery service stream. Health and Recovery developed a strong leadership team during the year. Following on from our first meeting held the previous year, staff from across Health and Recovery services met in April 2010 at Hallett Cove. The main purpose was to reconnect and to start implementing the ENRICH values program which was received very positively by all staff.

Accommodation Support Program in Port Lincoln

The Accommodation Support Program (ASP) in Port Lincoln operates alongside its sister program Psychosocial Support Services (PSS), each providing identical services to clients referred through the Port Lincoln Mental Health Services. The focus is on supporting those with a mental illness to establish and maintain independent living in the community.

During this year one of our staff left to join the Port Lincoln Mental Health Services Team. As a consequence, we now operate with two male staff, which has placed Baptist Care (SA) in the unique position of being the only local mental health service provider in the region with male staff. This is advantageous given that all our clients are males.

The Mental Health Team acknowledged the quality of our services in an unsolicited report with comments such as:

"The outcomes for individuals are nothing short of amazing...managed to engage with some of the most difficult and challenging clients, housing people we never imagined could live independently, engaging others in

education and training we never thought possible and establishing trusting supportive relationships with clients who have only ever engaged with our service because they were instructed by legislative orders. It is our humble opinion, that the ASP/PSS program provided by Baptist Care (SA) is exactly how it should be and we look forward to our future partnership in assisting clients suffering from mental illness in our community".

Community Links Program

The Community Links Program assists older people and adults with a disability to participate in community recreation activities. In the last financial year we provided assistance to around 80 people in the southern metropolitan area. Group activities have continued to be popular with participants being supported to go bowling fortnightly and to go out to the movies once a month. The Ladies Coffee Group also met fortnightly for a coffee and chat and valuable friendships were formed. During the year we also developed a Games Group where participants could come along for a social afternoon of games (8-ball, Wii and table tennis) once a fortnight. On alternate Saturdays the group met at Glenelg to play 8-ball.

Our Summer Activity Program was a highlight this year, providing participants with a variety of activities and day trips at a time when most community activities are closed. The Summer Activity Program was acknowledged as leading practice in our Home and Community Care (HACC) funding appraisal in December, in which we received 20 out of 20.

Disability Employment Services - Working for Recovery

Working for Recovery offers support services for people who experience mental health issues and who require assistance to secure and maintain employment. During 2010-11, the service worked in partnership with the Peer Work Project and Mental Health Services to provide services to clients.

Peer Work Project

The Peer Work Project provided services to increase the number of consumers working in the mental health sector. Peer Workers use their experiences to support other clients in their recovery process. In particular, the project has supported mental health organisations in the recruitment, organisational preparation, training and support of peer workers. Peer Workers were assisted through training, support in finding a suitable Peer Work position and through workplace support. Peer Work is a growing workforce, with South Australia the only state that has a Peer Work program. Other states are showing interest in our expertise.

During the past financial year, Baptist Care (SA)'s Peer Work Project received funding to employ Peer Workers to conduct interviews with clients from the government funded Returning Home program as part of a research project. In addition, in collaboration with TAFE South Australia, development of a Certificate IV in Mental Health Peer Work has commenced. The Peer Work Project also supported a staff member to undertake training to become an accredited Mental Health First Aid Trainer and the first course was delivered to Peer Work Project participants.

Psychosocial Support Services in the Riverland and Port Lincoln

The Psychosocial Support Services programs in the Riverland and Port Lincoln have supported clients with significant mental health issues to re-establish connections and participate in community and social activities. This involved introducing mental health consumers to community groups and activities with the aim of reducing their isolation, increasing their self-esteem and teaching them skills to build stronger relationships.

Successful working relationships have been developed and maintained with regional partners and stakeholders including mental health services, housing agencies, training organisations and other non government organizations.

Inner City Services

Undoubtedly, the most dramatic change for Inner City Services in the 2010-11 financial year was the changeover in contracts relating to the provision of homelessness services. Prior to the changeover we provided a generalist homelessness housing and case management service, whereas the current contract is for a specialist Aboriginal homeless service.

Sanctuary in the City

We have been learning patience in the Inner City as we await the beginning of construction of the new administration building, the future centre piece of our homelessness services. It's been a difficult year for the project with two major delays. First, the government rolled out the new homelessness service contracts, which meant the building project was put on hold until we succeeded in gaining a new contract. Second, we needed to reduce the cost of the project which meant renegotiating aspects of the project with our neighbours. This has meant that the project has not proceeded in any form over the past 12 months. We are hoping that project will commence soon.

Day Centre

During the year, a number of younger families started to frequent our Day Centre each day; adding a different feel to WestCare. Meals continued to be a major feature of our service. It was therefore with sadness that Jayne Hewetson, the cook for the last 16 years, ended her employment at Christmas 2010. We are grateful for her devotion and service during all those years. During the year we introduced a healthy meal option, which changes regularly, so there is less reliance on meat pies. Various people contributed to the running of the service and we are particularly grateful to the hundreds of volunteers who gave their time to serve meals. In addition, we sincerely thank those organisations which have donated food to the Day Centre during the past year, including: Balfours, Buttercup Bakeries, Brumbys Bakery, City of Adelaide Lions Club, Foodbank, OzHarvest and Villis.

Exceptional Needs Unit

The Exceptional Needs Unit is a support worker program which provided support to a number of clients that are case managed by the Exceptional Needs Unit, Disability SA. These clients have complex needs and outcomes vary for each client.

Adult Housing and Case Management Programs

The Adult Housing program consisted of 17 Housing South Australia properties, 10 single men units located on Wright Street and an additional five properties in the inner city. These properties provided housing for homeless single male clients and the occasional female client, all of whom have been case managed by our NAHA case management program. Both these programs ceased on the 30 November 2010, and were replaced by a successful tender for the *NAHA Eastern Adelaide Aboriginal Specific Homelessness Service*.

WestCare Church Relationship

We value the working relationship with the church, which is a unique partnership through which services are provided to disadvantaged people in the inner city. We look forward to joining in celebrating the church's centenary in two years time and invite you to put aside 20 August 2013 in your diary.

WestCare Karpandi Arts Centre

In addition to the programs described below, the Arts Centre hosted two performance events as part of the Adelaide Fringe Festival. *Heaven Knows A Capella* staged a series of four concerts titled "Any Day You Like", and a series of three performances of "Fire and Breath" were performed by a group known as the *FireBreath Collective*, which included Baptist Care (SA) staff. Both events drew pleasing audience numbers to the Centre.

Community Arts Program

The Community Arts Program for 2010-2011 consisted of several parts. Funding for the program runs on a calendar year and so the last twelve months covered both the final six months of a project known as *The Juicer*, and the first six months of a new year-long project called the *WestCare Art Garden*. While *The Juicer* project comprised a series of weekly workshops offering a variety of art forms, the *WestCare Art Garden* focused on designing and constructing a series of sculptural structures to be located in the WestCare Day Centre courtyard.

The Juicer workshops included sessions on linocut printing, pottery and clay, cane and tissue structures, made specifically for display at the *Carols in the Square* event in Whitmore Square in the lead up to Christmas, and silk painting, producing a flag that was displayed at the same event. Also included in the project was the *Under The Lamp Post* community choir which held weekly rehearsals on Tuesday evenings and performed a number of times through the year, and the *WestCare Writers' Group* which met monthly for a short writing session. The *Writers' Group* began work in 2009-10 on a short film script, and this writing project continued through 2010-11.

In its first six months, the *WestCare Art Garden* focused on producing a design for the pieces to be created: three bench structures that will be decorated using hand-made ceramic tiles and mosaics.

A major art exhibition was staged as part of the 2010 SALA Festival. The exhibition was called *ReShaPe* and was staged in conjunction with the art group that meets at the Magdalene Centre (Anglicare). It featured works by participants of the two programs, with art being displayed at the WestCare Karpandi Arts Centre and in the windows of the Magdalene Bargain Centre.

Wilkun Tump Indigenous Arts Program

The *Wilkun Tump Indigenous Arts Program* had five components: a series of sixteen workshops on weaving techniques, a camp for men with art-making and didgeridoo-making activities, two workshops on playing the yidaki or didgeridoo, the completion of an artist-in-residence program begun the year before, and an expo of aboriginal art including music performances, art and craft displays and workshops in painting crafts and wood carving.

The weaving workshops consisted of eight sessions using contemporary materials, followed by eight more sessions using traditional materials. The traditional weaving workshops produced a number of woven 'animal' shapes that were displayed on a hand-woven net.

The artist-in-residence program was carried over from the previous year. Jacob Stengle was again engaged to complete a large painting titled "The Birds". Jacob also completed a number of smaller paintings and commissions from individuals.

The art produced by Indigenous artists in the Centre was on display and for sale during the second annual WestCare Indigenous Arts Expo. Works shown included paintings, craft boomerangs, jewelry and woven objects. Two workshops, one on painting craft boomerangs with Stephanie Gollan and the other carving wooden clap sticks with Jamie Goldsmith from the Warriparinga Kurna Living Culture Centre, were conducted free of charge to participants. The Expo was held on one day, with activities in both the Day Centre courtyard and the Arts Centre itself. Jamie Goldsmith, joined by other musicians in an informal concert, performed with guitar and didgeridoo in the Day Centre courtyard.

A small group of men from the Nunga Men's Group participated in a short camp at Walker Flat. The main activity of the camp was sanding and decorating didgeridoos collected the previous year.

Indigenous Women Elders' Craft Program

The Women Elders' Craft group met fortnightly on Tuesdays for 22 sessions. The numbers of elders participating was small, but was bolstered by occasional casual visitors. A highlight of their achievements was the jewelry on display during the Indigenous Arts Expo.

Carols in the Square 2010

Carols in the Square has been held on Whitmore Square each year since 2006. The 2010 event featured performances from guest artists *Tutti Choir*, *Heaven Knows a Cappella*, *Under the Lamp Post*, the *Holdfast Bay Concert Band*, and Andrew McDonough. About 200 people from the neighbourhood around Whitmore Square attended, including a number of representatives from the Adelaide City Council. The program included a mix of guest artists and community singing of traditional carols, with WestCare Church providing a BBQ tea for attendees.

Refugee Services

Over the past 12 months Refugee Services has seen large and exciting growth. In April 2011 we commenced the Community Care Program (CCP), which provides community based immigration detention to unaccompanied minors who are seeking asylum in Australia. In the past six months we grew from a small team of three staff and 40 volunteers to, 35 staff and fifty volunteers from eight different nationalities. Many new staff were former refugees and bring with them great understanding and insight into the exciting and challenging work we do.

Imagine the Future

Imagine the Future is a case management and adventure therapy crime prevention program for young people from African backgrounds settling in Adelaide. *Imagine the Future* continued to produce great outcomes for participants and their families over the past 12 months with 33 young people engaged in the

program. In term two we engaged an African youth worker to run a specialist program for young women who were particularly struggling with issues around identity and relationships.

On the 20th April the Honourable Brendan O'Connor MP, Minister for Home Affairs and Justice, visited Baptist Care (SA) Refugee Services to congratulate us on the “*fantastic work*” being done in our crime prevention program. The Minister also met with seven current participants. This was a huge highlight for the young men who had never before met a government Minister. They were very impressed by the Minister’s own story of migration to Australia as a young boy. The visit encouraged the boys to dream big and to know that they had people supporting them, as indicated by the other guests who attended the event. These included the African Communities Liaison Officer of the South Australian Police, the Chair of the African Communities Council of South Australia and a representative from the Office for Youth. The police and some of the young men who had participated in the program were interviewed and the report exposed some of the great challenges that young people from refugee backgrounds face when trying to settle in a new culture. The documentary also highlighted the positive outcomes achieved through *Imagine the Future* and the strategies we are providing the young people with to help them overcome the challenges they face.

Fuse Driving Program

After five great years, the *Fuse Driving Program*, which received funds through the Settlement Grants Program under the Department of Immigration and Citizenship to provide driving lessons and driver education for former refugees who are settling in Adelaide, finished in June 2011. Throughout this time we have been able to offer a driving program that has assisted over 260 people to get their drivers license. Subsequent outcomes included gaining employment, improved access to health, education and social services, as well as increased community connections, and a

significant improvement in the wellbeing and sense of connection for our newest community members. After getting a licence clients all reported an increase in their ability to connect with the community, access education, and obtain employment. During the year we helped over 60 more new settlers to obtain their licence.

Complex Case Support

Last year we serviced some more clients who faced complex and multiple barriers to settling in Australia when they were faced with homelessness and family breakdown. Through *Complex Case Support* we helped clients to increase their independent living skills, connect with their community, better support their children, improve family relationships and gain confidence to live and thrive in Adelaide.

Fuse Marion

The *Fuse Marion* mentoring program, delivered in partnership with the City of Marion, began in August 2010. *Fuse Marion* quickly became a success, linking former refugees to people in their local community who could support their settlement in Southern Adelaide. Arguably one of the greatest assets a newly arrived person from a refugee background could receive when settling in a new country is the support of a local friend. *Fuse Marion* provided this support through screening and training local volunteers and matching them with former refugees who were settling into the community. The support of an unpaid volunteer is far more powerful than a service provided over the desk by a paid worker in a 30 minute appointment time. In the words of our DIAC Contract Manager:

“I am extremely pleased with the effort that Baptist Care put in to ensure that all targets were met by the end of the funding year. The program has clearly been extremely successful, with both Mentees and Mentors having gained a great deal from the experience. It has been particularly pleasing to see the enthusiasm of the mentors involved in the program, which is in part due to the dedication and enthusiasm of the Baptist Care SGP worker that runs the program” (July 2011).



Community Care Program

In April 2011 we commenced delivering the *Community Care Program (CCP)* which provides community detention to young unaccompanied asylum seekers awaiting an outcome on their visa application. Community detention is an exciting alternative to immigration detention and Baptist Care (SA) was thrilled to establish 24/7 residential care and support services for vulnerable young men. We established two large homes which support young Afghan and Iranian men and are soon to establish a third house. We have established an excellent working partnership with the Australian Red Cross who contract us to deliver the service on behalf of the Department of Immigration and Citizenship.

Western Adelaide Transitions

Western Adelaide Transitions (WAT) was an accredited alternative education program targeting young refugees (aged 13-20) who had completely disengaged from the mainstream education system. While these young people were highly motivated and gifted, they had histories of significant trauma and displacement combined with interrupted and/or limited schooling. WAT was established as a result of a shared concern from a number of schools and agencies (i.e. Adelaide Secondary School of English, Save the Children, Families SA, The North Western ICAN (DECS) and Baptist Care (SA)) that mainstream schooling had not met the unique needs and challenges of this specific group.

During the past year, the young people involved in the program were either disengaged or ready to re-engage in mainstream schooling. In January 2011, WAT changed its model and moved from providing flexible learning to providing intensive case management for students from the program who were trying to reengage in full time study. At the point of initial engagement the futures of the target group looked bleak and devoid of viable options. Through the WAT program, Baptist Care (SA) was able to engage these young people by interrupting cycles of negative

and offending behaviour and promoting positive life changes. The latter included supporting the students to improve their literacy and numeracy skills and helping them to discover their individual strengths and interests and to find alternative learning or learning pathways that better suited their needs. Through this support, six of the ten participants re-engaged in full time schooling.

YouthCare

During the year YouthCare continued to inject innovation and creativity into their services to young people (0-18yrs) under the Guardianship of the Minister and to young people who were homeless or are at risk of homelessness (15-25yrs) and their families. The 2010-11 year saw exciting and effective developments across the YouthCare portfolio with the commencement of a Therapeutic Team comprised of highly skilled and experienced YouthCare service leaders, the creative arts therapy leader, a youth specific mental health trained nurse and a consultant psychologist. Over the last 12 months all of YouthCare's accommodation and support services have adopted this therapeutic approach.

Our success has encouraged us to develop our methodology into a teachable and transferable body of learning where research informed methodology is identified and translated into innovative and creative best practice through our *X-Plain* model. Early this year, the YouthCare Leadership undertook a 2-day Clinical and Managerial Supervision training program. This was to empower staff and monitor for continuous quality assurance to ensure the principles of the *X-Plain* practice methodology are achieved and maintained.

Following the success of our *X-Streams* Art Therapy Program, YouthCare also developed the *X-Pressions Creative Arts Therapy Program* which has enabled us to offer creative therapeutic engagement across all YouthCare programs including our *Alternative Care*

programs and our *Inner Southern Youth Homelessness Services*. *X-Pressions* recognises that young people require creative options in which they can safely explore their emotions, thoughts, experiences and future dreams. Creative art therapies comprise, but are not limited to, art, music, movement and play. These activities are used to promote communication, mindfulness, skill building, self-awareness and relationship building opportunities. *X-Pressions* operates from YouthCare's Creative Arts Day Centre, which is located in the former Baptist Church building next door to YouthCare's administration office in St Marys. Within its first months the Day Centre became an important destination for young people without purpose or direction for their day. Instead, they were/are able to stay and be engaged in creative purposeful creative art activities. There is always inviting food and welcoming staff to ensure the body, mind and emotions are comforted, engaged and supported.

Alternative Care

X-Alt (Therapeutic Specialised Placement & Support Program (SPSP))

The *X-Alt* program continued to provide highly respected and valued individualised therapeutic alternative care to young people who are under guardianship and who have struggled to find a safe place to thrive within the Foster Care and Residential Alternative Care systems. These young people need individualised strong consistent support to face the challenges, choices and changes required for their stabilisation and ultimate transition into adulthood and independence. BC(SA) tendered for a number of Specialised Placement & Support Program packages for our *X-Alt* program in October 2010 and was successful in securing 10 of the 15 available packages, ensuring the service will continue.

X-Streams (Stabilisation, Assessment & Transition Services)

The *X-Streams* model was developed as a response to a recognised need for a service which could provide flexible and innovative accommodation to young people under the Guardianship of the Minister. In the years since its inception the *X-Streams* program has supported many young people to transition to successful independent living and integration into their local communities. Over the last 12 months *X-Streams* has received a refreshing face-lift both physically to the properties and also in its practice methodology. Additionally, *X-Streams* has been able to contend to Families SA that the boys model of Foster Care was no longer suitable and as a result we have been successful in securing a new contract to run both the female and male houses as 24/7 Youth Worker residential programs.

X-Cel (Stabilisation, Assessment & Transition Services for Siblings)

X-Cel continued to provide a therapeutic home for a group of siblings between the ages of five and 11 years. This year Families SA saw such tremendous stabilisation and developmental progress in the children that they have determined that the children are now ready for Foster Care. This will be a very slow transition to ensure that the children's stabilisation and healing is not jeopardized. Our highly skilled staff are to be commended for achieving such an excellent outcome.

NAHA Inner Southern Youth Homelessness Services (Formerly SAAP (Supported Accommodation Assistance Program))

This year has seen the roll out of the *NAHA Inner Southern Youth Homelessness Services (ISYHS)*. The retendering process enabled the introduction of a key best practice change in our homelessness services through the provision of strong therapeutic methodology and practice.

The *ISYHS* residential services included/include: Crossroads, a 24 hour emergency accommodation service for homeless youths in crisis, which accommodates up to four females and four males; the Annexe, which comprises two units located adjacent to the main Crossroads house which can accommodate 2-4 youths who are preparing for independence and/or supported housing; and SASH (Student Accommodation Support House) which provides carer-supported accommodation to four homeless (or at risk) young people committed to ongoing study. The latter program was fully accessed by youths with refugee backgrounds and is currently accommodating four young Africans.

In 2010-11 our *ISYHS* case management service continued to provide therapeutic care and support to over 40 clients in properties managed by Junction Housing on behalf of Baptist Care (SA) YouthCare. The case management team also provided phone support to a further 80-90 young people on the waiting list.

Youth Education and Transition Services

Baptist Care (SA)'s Youth Education and Transition Services run two initiatives which support young people who are disengaging from education: ICAN and Youth Connections

Innovative Community Action Networks (ICAN)

ICAN operates in northern Adelaide. During the first part of the year we increased our business levels for *ICAN* case management services from 30 to just over 100 clients. With the expansion of services we employed several new case managers who have delivered a high quality service that is viewed as best practice by others in the community.

Youth Connections

The *Youth Connections* program continued during 2010-11. The feedback from the funding body DEEWR (Department of Education, Employment and Workplace Relations) stated

that our Eyre consortium arrangement with Mission Australia and Eyre Futures is one of the more successful consortiums in Australia. During the year, both the Northern Adelaide and Eyre contracts remained on track for achieving their prescribed outcomes. However, other outcomes, including the way in which our workers are making changes to the lives of the young people they work with, also need to be acknowledged. We are privileged to have such a dedicated and enthusiastic team of case managers who go far beyond what is required to help young people in our communities.

Employment Services

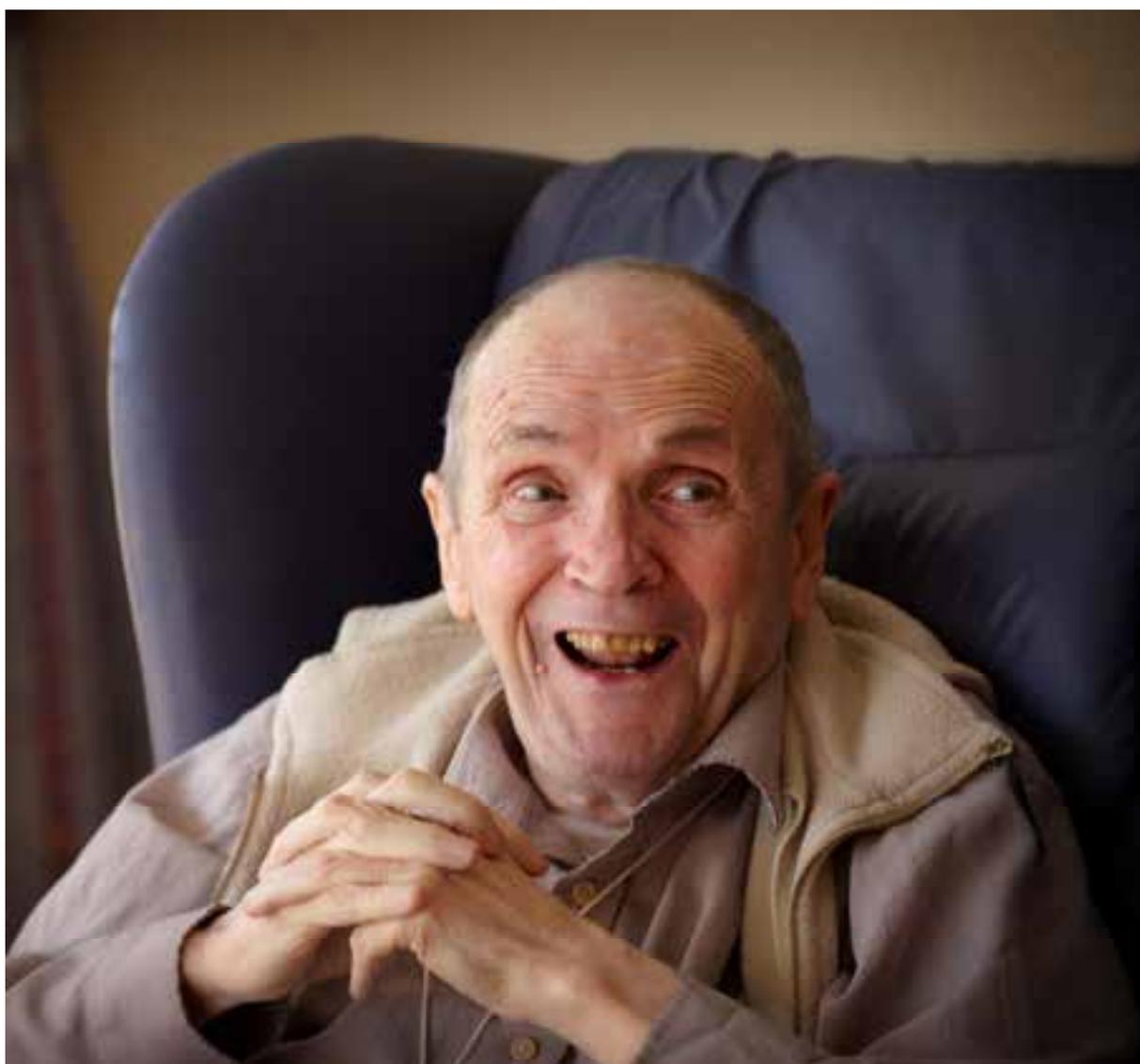
Employment Services has faced a challenging year as with other Job Services Providers in Australia. Employment Services is a commercial enterprise seeking to support unemployed people and Baptist Care (SA) operates as specialist provider which means that it provides support for specific people who are homeless, have a disability or for youth at risk. The services are located as far away as Ceduna, Port Lincoln, Roxby Downs, Whyalla and Port Augusta and services in the north of Adelaide. The service saw stabilization over the last twelve months and the service in the North of Adelaide was able to engage some key employers to secure employment for our clients.

The service only receives payment when it is able to secure employment for clients and the last twelve months have certainly been challenging with the amount of uncertainty in the community. However, co-locating our youth services with our youth unemployment services saw us secure another three years of funding for our youth Employment Services. Unfortunately, we will be exiting our disability and homeless services in June 2012.

Residential Aged Care

After the resolution of the Baptist Church Assembly in May 2009 to transition from residential aged care to community aged care, tenders were sought from other aged care service providers to purchase our two residential facilities: the Aldis Nursing Home/Allan Tinsley Hostel at Morphett Vale and Playford Village at Davoren Park. The Board was successful in finding a buyer and concluded the sale of Aldis/Tinsley to the James Brown Memorial Trust on 4 January 2011. However, despite expressions of interest continuing up to June 2011, the sale of Playford Village has not been achieved.

Under the new management, the name for Aldis/Tinsley has been changed to Kalyra Woodcroft and the new provider has improved services for residents and staff. However, we still maintain responsibility for the provision of chaplaincy services at the site. At Playford Village we have been concentrating on improving both services to residents and the 'bottom line', by significantly increasing the income, primarily from the Federal Government, thus permitting the employment of additional staff, and restructuring our staffing arrangements to reduce agency costs. Playford Village is a happy place to live and work. Ongoing activities at the Village are overseen by the Playford Village Committee, a sub-committee of the Baptist Care (SA) Board.



Corporate Services

Human Resources & Payroll

Considerable work continues to be a major focus for the Human Resources team in upgrading all of organisational and HR policies and procedures. The introduction of the Modern Awards and major legislative changes to recruitment processes and OHS&W regulations has been a challenge that will have significant implications for the organisation; the changes to the OHS&W include a name change to Work Health and Safety (WHS). It is anticipated that a new Act will come into force from January 2012.

Key activities within the HR and Payroll team have included the development of new forms and systems to streamline our processes. This year has seen a significant increase in staffing levels with the granting of new programs to Baptist Care (SA) Inc in the youth and refugee services areas.

The development of a new Enterprise Agreement for the staff of Community Services has been an ongoing focus for the team, to ensure that as an organisation we have taken the needs of both Baptist Care and the employees into consideration. In this development process representatives were nominated to work through the agreement with the HR team to enable them to take back to their respective areas the contents and any proposed changes to the previous document; this process was very successful. It is expected that the new agreement will be passed through Fair Work Australia later this year or early next year.

Information Systems

The IS team has had a busy year amidst a change of leadership with the departure of Dan Harris after seven years with the organization. Dan was responsible for establishing our IT systems as they are today, including the development of our successful online Portal which has become a critical system for staff. The philosophy of providing software as a service through a web-based platform will continue under the new manager.

Two significant software systems for HR/Payroll and Finance were deployed in 2011-12. Some key HR and Payroll functions, such as time sheets, are now standardised and available to employees via our online Portal. Our Finance department is now better equipped to handle our internal finance structures with their new software. Meanwhile, research for the integration of Windows 7 into our systems began in January. To meet contractual requirements, Windows 7 is due to be fully deployed for Employment Services by December 2011. The rest of the organisation will benefit from this work in the following year. Finally, work on our internally developed Client Database continued during the year and included some important planning for management functions. The Client Database continues to be an important project that helps us track our interactions with clients.

Marketing & Promotions

Highlights during the year included the establishment of the Baptist Care (SA) Foundation in November 2010. The Foundation will facilitate the management of bequests and large donations.

An organisational Marketing and Fundraising Plan was developed in early 2011, identifying methods of raising the profile of Baptist Care (SA) and increasing our funding income. This plan will roll out over the next three years and we look forward to working together with our supporters to incorporate many of the recommendations from this report.

Baptist Care (SA) is blessed to have a generous and loyal group of supporters. Not only do these people support us financially, but many volunteer their time and donate goods and food products to assist our services. On behalf of our clients we take this opportunity to thank these donors for their support.

Research and Business

Development Unit (RBDU)

Funding applications continued to form a significant part of the RBDU's work. During 2010-11, the RBDU prepared 32 submissions for grants, tenders, expressions of interest, membership of panels and awards, with a submission value of \$4.28 million, excluding fee for service tenders. As noted in last year's report, there was an on-going trend for Government contracts to be funded as fee-for-service. Compared to the previous year there was a higher proportion of applications for funding up to \$50,000 and a smaller proportion of applications for more than \$1 million. While the number of submissions was lower than the preceding financial year, the overall success rate for the submissions was a little higher (53% with 19% still pending) than in 2009-10. The total contract value for successful submissions in 2010-11 amounted to \$1.74 million, again excluding fee for service contracts.

The RBDU continued to coordinate the Client Satisfaction Project, which commenced in 2009. Surveys were conducted across a number of services leading to increased understanding of how our clients perceived the service they received from Baptist Care (SA). As a result of the feedback, our services have made changes to improve client satisfaction. A final report, outlining organisational trends in client satisfaction, was provided to the Quality and Risk Board Sub-Committee in April 2011.

As part of its workload evaluating programs, the RBDU recognised that continuity between tender writing and the roll out of new programs is critical to their success. As a consequence, the RBDU took a more pro-active role in assisting Refugee Services to establish their new Community Care Program in April and also assisted YouthCare to prepare for the roll out of the new Emergency Care Services due to commence July 2011.

Quality and Risk

Key achievements in 2010-11 were the accreditation of our Home and Community Care (HACC) services and our Disability Employment Services (DES). The HACC appraisal covered our Karpandi Elder Women's and Community Links Programs (CLP). Baptist Care (SA) achieved an outstanding result with a perfect score of 20/20! In addition, three areas were described as 'leading practice': the CLP Summer Program, and the Participant Information Booklets used by both programs.

Our Disability Employment Services also undertook accreditation during the first half of the financial year and received glowing feedback from the Department of Education, Employment and Workplace Relations. For example, it was observed that clients had received a "*far more effective, comprehensive and empathetic service*" from Baptist Care (SA) staff than from their former Job Network providers.

Towards the end of the financial year, Baptist Care (SA) engaged Quality Management Services (QMS) to undertake organisation-wide Quality Improvement Council (QIC) accreditation.

Improved Services Project

Training was a key focus for the Improved Services Project in the latter part of 2010. The purpose of the training was to improve our capacity to provide services to clients with comorbidity (combined drug and alcohol and mental health issues).

In January 2011, funding for the Improved Services project was extended until June 2012. As part of the extended funding, we commenced building capacity in relation to the Tumbelin Program. This has included setting bench marks for work to be undertaken in the coming financial year.



Financial Report

Finance and Administration

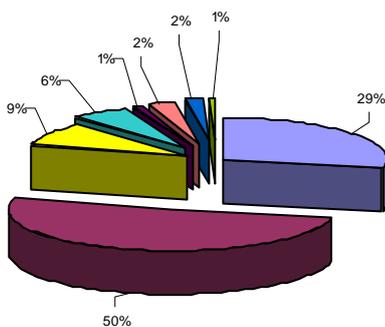
The year ended 30 June 2011 has been one of significant transition for Baptist Care (SA) and this is reflected in the financial results for the year. Overall, the organisation recorded a surplus in its operations for the year however two other events are required to be considered in the overall results for the year. The first is the sale of Aldis Nursing Home and Allan Tinsley Hostel in December 2010. The second is a decrease in the book value of Playford Village following an updated formal valuation of this facility in June 2011. The financial reports provide further information on the overall financial position of the organization.

Two major software projects were completed with a new finance and payroll systems called Technology 1 and PayGlobal respectively. The software programs came into use in August 2010. The new accounting and payroll systems enable the organization to better manage its growing services and staff levels. The accounting, payroll and IT staff are to be commended in implementing two such large projects which was a major challenge.

Capital works commenced on the construction of a new services hub for Baptist Care (SA) at Wayville, with completion anticipated in early 2012. No other major capital works have been undertaken, however, we continue to move slowly toward the realisation of the Sanctuary in the City project and major reviews have commenced on the properties at Mylor and WestCare to develop plans for their refurbishment.

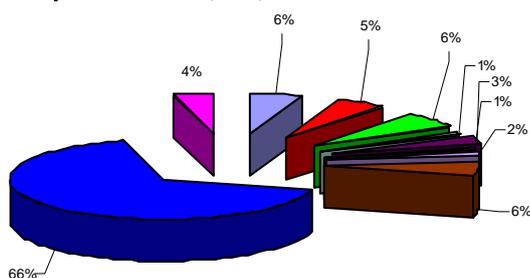
Graeme Mulligan
Finance Director

2010 - 11 INCOME Total Income \$24,525,930



- Govt. Subsidies - Aged Care
- Grants (Gov. & Non-Govt) - Community Services
- Fees and Rents - Aged Care
- Fees and Rents - Community Services
- Fundraising & Donations
- Interest
- Meals & Catering Receipts
- Sundry Income

2010 - 11 EXPENDITURE Total Expenditure \$24,406,837



- Administration
- Client Support Services
- Depreciation
- Domestic Expenses
- Food Supplies
- Medical & Therapy Services
- Motor Vehicle Expenses
- Property Expenses
- Salaries, Wages & Related Costs
- Sundry Expenses

Audited Financial Report

BAPTIST CARE (SA) INCORPORATED
ABN 81 257 754 846

DISCUSSION AND ANALYSIS OF THE FINANCIAL REPORT

Information on Baptist Care (SA) Incorporated

The concise financial report is an extract from the full financial report for the year ended 30 June 2011. The financial statements and disclosures in the concise financial report have been derived from the 2011 Financial Report of Baptist Care (SA) Incorporated. A copy of the full financial report and Auditor's report will be made available, free of charge, upon request.

This information is provided to assist readers in understanding the concise financial report. It is based on Baptist Care (SA) Incorporated's financial statements and the information contained in the concise financial report has been derived from the entity's full financial report.

Statement of Comprehensive Income

Baptist Care (SA) Incorporated recorded a net deficit for the year ended 30 June 2011 of \$3,137,925. The deficit was derived from all sources of funding and may be attributed as a net surplus from operations of \$119,093 and a deficit upon disposal and impairment of residential aged care assets of \$3,257,018.

Baptist Care (SA) Incorporated had consolidated revenues for the year of \$24.5 million. Government grants and subsidies account for \$19.4 million of this income while the balance is derived from residents, clients and self-funded activity. Baptist Care (SA) Incorporated is grateful to the network of Baptist Churches and private supporters who have contributed to the \$289,254 raised from fundraising, bequests and donations.

The financial result for the year included the impact of disposed and revalued residential aged care assets. Further information on the impact of these events is presented below.

Statement of Financial Position

The net assets of Baptist Care (SA) Incorporated have decreased by \$5,392,940 during the year ended 30 June 2011. The net decrease was on account of the recorded deficit together with the impairment decrement of residential aged care assets.

The Assembly of Baptist Churches SA Incorporated approved the recommendations of Baptist Care (SA) Incorporated during the financial year ended 30 June 2010 that it actively seek to dispose of its residential aged care facilities.

During the year ended 30 June 2011 Baptist Care (SA) Incorporated successfully disposed of its residential aged care facilities at Morphett Vale comprising the Aldis Nursing Home and Allan Tinsley Hostel (short form name 'Aldis Tinsley'). The disposal resulted in a net loss of \$541,401 in comparison to its book value at the time of sale. Upon sale of Aldis Tinsley former revaluation increments amounting to \$3,259,557 were transferred from the Revaluation Reserve to Accumulated Surpluses. Over the course of its ownership Baptist Care recorded a net gain of \$2,718,156 in relation to ownership of Aldis Tinsley.

As at 30 June 2011 Baptist Care (SA) Incorporated continues to hold full ownership of its residential aged care site at Playford Village. In accord with market conditions and a professional valuation opinion in relation to disposal value, the Board of Governors has resolved that as at 30 June 2011 the book value of Playford Village exceeded its saleable value. As this differential is considered to be material a permanent impairment assessment has been made. Accordingly, the Board of Governors resolved as at 30 June 2011 to reduce the net book value of Playford Village on a going concern basis to \$18,500,000.

The reduction in net value of Playford Village required a write back of former valuation increments totalling \$2,255,015 and the recognition of an impairment loss of \$2,715,617.

Statement of Cash Flows

The statement of cash flows demonstrates the significant inflows and outflows of cash arising from operational and restructuring activities. The net cash position during the year has increased from \$8.08 million to \$12.52 million as at 30 June 2011.

BAPTIST CARE (SA) INCORPORATED
ABN 81 257 754 846

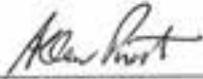
STATEMENT BY THE BOARD OF GOVERNORS

The Board of Governors have determined that Baptist Care (SA) Incorporated is a reporting entity.

The Board of Governors of Baptist Care (SA) Incorporated declares that the concise financial report of Baptist Care (SA) Incorporated for the financial year ended 30 June 2011, as set out on pages 2 and 5 to 11:

1. complies with Accounting Standard AASB 1039: Concise Financial Reports; and
2. is an extract from the full financial report for the year ended 30 June 2011 and has been derived from and is consistent with the full financial report of Baptist Care (SA) Incorporated.

Signed in accordance with a resolution of the Members of the Board of Governors made on the 26th day of September 2011 and signed for and on behalf of the Board of Governors by:



Mr Allan Kenneth Priest
Chairman



Mr Paul Keith Scully
Chief Executive Officer

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
BAPTIST CARE (SA) INCORPORATED**

Report on the concise financial report

We have audited the accompanying concise financial report of Baptist Care (SA) Incorporated which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flow for the year then ended and related notes, derived from the audited financial report of Baptist Care (SA) Incorporated for the year ended 30 June 2011, as well as the discussion and analysis. The concise financial report does not contain all the disclosures required by Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Board of Governors' responsibility for the concise financial report

The Board of Governors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports, and for such internal control as the Board of Governors determine is necessary to enable the preparation of the concise financial report.

Auditor's responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Baptist Care (SA) Incorporated for the year ended 30 June 2011. We expressed an unmodified audit opinion on that financial report in our report dated 29 September 2011. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report is derived from and is consistent with the financial report for the year and examination, on a test basis, of audit evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion on whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039: Concise Financial Report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

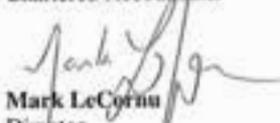
Audit Opinion

In our opinion:

The financial report of Baptist Care (SA) Incorporated is in accordance with the Associations Incorporation Act (1985) South Australia including:

- i. presenting fairly the financial position of the Association as at 30 June 2011 and of its performance for the year ended on that date; and
- ii. complying with Australian Accounting

MRL GROUP PTY LTD
Chartered Accountants


Mark LeCornu
Director
Registered Company Auditor

29th September 2011

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
	\$	\$
INCOME		
Revenue	24,525,930	25,682,519
EXPENSE		
Employee benefit expenses	(16,222,368)	(18,049,282)
Depreciation and amortisation expense	(1,529,732)	(1,330,791)
Borrowing cost expense	(31,246)	(37,435)
Other expenses from ordinary activities	(6,623,491)	(6,360,248)
	<u>119,093</u>	<u>(95,237)</u>
Sale and impairment of residential aged care assets		
Gain on sale of Norwood Complex	0	1,621,865
Loss on disposal of 'Aldis Tinsley' Complex	(541,401)	0
Loss on impairment of Playford Village	(2,715,617)	0
	<u>(3,137,925)</u>	<u>1,526,628</u>
(Deficit) Surplus for the year		
	<u>(3,137,925)</u>	<u>1,526,628</u>
Other comprehensive income:		
Impairment (decrement) on Playford Village	(2,255,015)	0
	<u>(2,255,015)</u>	<u>0</u>
Total comprehensive (Deficit) Surplus for the year		
	<u>(5,392,940)</u>	<u>1,526,628</u>

The accompanying notes form part of these concise financial statements

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

STATEMENT OF FINANCIAL POSITION
AS AT THE 30 JUNE 2011

	2011	2010
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	12,523,804	8,083,417
Trade and other receivables	816,102	1,135,512
Other	85,552	35,131
	<hr/>	<hr/>
TOTAL CURRENT ASSETS	13,425,458	9,254,060
	<hr/>	<hr/>
NON CURRENT ASSETS		
Property, plant and equipment	28,084,896	42,043,670
	<hr/>	<hr/>
TOTAL NON CURRENT ASSETS	28,084,896	42,043,670
	<hr/>	<hr/>
TOTAL ASSETS	<u>41,510,354</u>	<u>51,297,730</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	4,075,526	8,611,027
Borrowings	404,196	494,048
Provisions	845,172	987,565
Other	2,651,782	2,233,715
	<hr/>	<hr/>
TOTAL CURRENT LIABILITIES	7,976,676	12,326,355
	<hr/>	<hr/>
NON CURRENT LIABILITIES		
Borrowings	265,319	310,076
	<hr/>	<hr/>
TOTAL NON CURRENT LIABILITIES	265,319	310,076
	<hr/>	<hr/>
TOTAL LIABILITIES	<u>8,241,995</u>	<u>12,636,431</u>
	<hr/>	<hr/>
NET ASSETS	<u>33,268,359</u>	<u>38,661,299</u>
EQUITY		
Retained surpluses	32,221,857	32,100,225
Reserves	1,046,502	6,561,074
	<hr/>	<hr/>
TOTAL EQUITY	<u>33,268,359</u>	<u>38,661,299</u>

The accompanying notes form part of these concise financial statements

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2011

	Retained Surpluses \$	Asset Revaluation Reserve \$	St Lukes Distribution Reserve \$	Total \$
Balance as at 30 June 2009	28,024,300	8,897,208	213,163	37,134,671
Surplus	1,526,628	0	0	1,526,628
Transfer from Revaluation Reserve	0	(2,549,297)	0	(2,549,297)
Transfer to Retained Surpluses	2,549,297	0	0	2,549,297
Revaluation (decrement)	0	0	0	0
Balance as at 30 June 2010	32,100,225	6,347,911	213,163	38,661,299
(Deficit)	(3,137,925)	0	0	(3,137,925)
Transfer from Revaluation Reserve	0	(3,259,557)	0	(3,259,557)
Transfer to Retained Surpluses	3,259,557	0	0	3,259,557
Impairment (decrement)	0	(2,255,015)	0	(2,255,015)
Balance as at 30 June 2011	32,221,857	833,339	213,163	33,268,359

The accompanying notes form part of these concise financial statements

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
	\$	\$
Cash Flows from operating activities		
Receipts from government, customers and supporters	26,795,481	28,786,148
Payments to suppliers and employees	(25,450,687)	(29,550,938)
Interest	604,992	382,541
Resident loans received	1,256,500	1,693,500
Repayment of resident loans	(624,359)	(2,554,094)
	<hr/>	<hr/>
Net cash inflow (outflow) from operating activities	2,581,927	(1,242,843)
	<hr/>	<hr/>
Cash Flows from investing activities		
Proceeds from sale of property, plant and equipment	3,119,283	8,562,316
Purchase of property, plant and equipment	(1,126,214)	(7,539,531)
(Decrease) in resident deposits	(134,609)	(20,749)
	<hr/>	<hr/>
Net cash provided from investing activities	1,858,461	1,002,036
	<hr/>	<hr/>
Net increase (decrease) in cash held	4,440,387	(240,807)
Cash at beginning of year	8,083,417	8,324,224
	<hr/>	<hr/>
Cash at end of year	12,523,804	8,083,417

The accompanying notes form part of these concise financial statements

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

NOTES TO THE CONCISE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2011

The financial report covers Baptist Care (SA) Incorporated as an individual entity. Baptist Care (SA) Incorporated is an association incorporated in South Australia under the Associations Incorporation Act 1985.

NOTE 1

BASIS OF PREPARATION OF THE CONCISE FINANCIAL REPORT

The concise financial report is an extract of the full financial report for the year ended 30 June 2011. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The financial statement, specific disclosures and other information included in the concise financial report are derived from, and are consistent with the full financial report. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Baptist Care (SA) Incorporated as the full financial report. A copy of the full financial report and Auditor's report will be issued free of charge upon request.

The financial report of Baptist Care (SA) Incorporated complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety. The presentation currency used in this concise financial report is Australian dollars.

The financial report has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Revenues, expenses and assets are recognised net of the amount of GST while receivables and payables in the balance sheet are shown inclusive of GST. The statement of cash flows has been presented on a GST inclusive basis to accurately reflect the inflows and outflows of cash from relevant sources.

BAPTIST CARE (SA) INCORPORATED
A.B.N. 81 257 754 846

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

NOTE 2
SEGMENT REPORTING

	AGED CARE		COMMUNITY SERVICES		ORGANISATION	
	2011	2010	2011	2010	2011	2010
	\$	\$	\$	\$	\$	\$
REVENUE						
Australian Government subsidies	6,992,984	7,599,341	0	0	6,992,984	7,599,341
Fees and rents	2,182,331	2,634,115	1,428,461	1,582,259	3,610,792	4,216,374
Fundraising, bequests and donations	96,825	99,677	192,429	300,524	289,254	400,201
Grants	0	0	12,435,977	12,498,041	12,435,977	12,498,041
Interest	501,151	302,937	103,841	79,604	604,992	382,541
Meals and catering receipts	0	0	442,327	390,725	442,327	390,725
Retained loans and repayment surpluses	85,438	138,026	0	0	85,438	138,026
Sundry income	5,096	3,120	59,070	54,130	64,166	57,270
Gain on sale of Norwood Complex	0	1,621,865	0	0	0	1,621,865
Total revenue	9,863,825	12,399,081	14,662,105	14,905,303	24,525,930	27,304,384
EXPENDITURE						
Administration	585,656	480,383	758,125	904,269	1,343,781	1,384,652
Client support services	0	0	1,266,343	609,441	1,266,343	609,441
Community development	0	0	53,832	74,098	53,832	74,098
Contract and consulting	0	0	852,070	834,448	852,070	834,448
Depreciation	920,243	815,136	609,489	515,655	1,529,732	1,330,791
Domestic expenses	178,923	204,790	65,868	63,635	244,791	268,425
Food supplies	364,017	444,108	312,313	361,526	676,339	805,634
Fuel, light and power	203,042	235,817	157,798	168,665	360,840	404,482
Interest	7,372	12,808	23,874	24,628	31,246	37,436
Medical and therapy supplies	164,929	170,339	0	0	164,929	170,339
Motor vehicle expenses	32,593	53,339	378,693	443,624	411,284	496,963
Rent	0	0	800,263	774,907	800,263	774,907
Repairs and maintenance	121,910	186,288	174,634	127,359	296,544	313,647
Salaries, wages and related costs	7,112,029	8,156,956	9,110,339	9,873,783	16,222,368	18,030,744
Sundry expenses	0	0	152,482	241,749	152,482	241,749
Loss on disposal of Aldis Timbley	541,401	0	0	0	541,401	0
Loss on impairment of Playford Village	2,715,617	0	0	0	2,715,617	0
Total expenditure	12,947,732	10,759,964	14,716,123	15,017,792	27,663,855	25,777,756
SEGMENT RESULT	3,083,987	1,639,117	(54,018)	(112,489)	(3,137,925)	1,526,628

BAPTIST CARE (SA) INCORPORATED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

**NOTE 2
SEGMENT REPORTING (cont)**

	AGED CARE TOTAL		COMMUNITY SERVICES TOTAL		ORGANISATION TOTAL	
	2011	2010	2011	2010	2011	2010
	\$	\$	\$	\$	\$	\$
ASSETS						
Segment assets	32,632,960	42,783,506	8,877,394	8,514,224	41,510,354	51,297,730
LIABILITIES						
Segment liabilities	3,342,951	8,508,444	4,899,044	4,127,987	8,241,995	12,636,431
OTHER						
Acquisitions of non-current segment assets	26,135	6,190,068	1,269,677	1,180,872	1,295,812	7,370,940
Depreciation and amortisation of segment assets	920,243	815,136	609,489	515,655	1,529,732	1,330,791

Funding Bodies

During 2010-2011, BC(SA) gratefully received funding or other support from the following:

Australian Government

Attorney-General's Department
Department of Education, Employment and Workplace Relations
Department of the Environment, Water Heritage and the Arts
Department of Families, Housing, Community Services and Indigenous Affairs
Department of Health and Ageing
Department of Immigration and Citizenship

State Government

Adelaide and Mount Lofty Ranges Natural Resources Management Board
Arts SA
Department of Education and Children's Services
Department for Families and Communities
Department of Further Education, Employment, Science and Technology
Department of Health
Office of Recreation and Sport

Local Government

Adelaide City Council

Non-Government

Ansvar Insurance
Bank SA & Staff Charitable Fund
Morialta Trust
Tear Australia
Trees for Life
Variety, The Children's Charity

Many Loyal Donors and Volunteers



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*Working with people and communities in response
to the two great commands of Jesus Christ,
“to love God” and “to love others”*