



Baptist Care

*Serving*  
to **Transform**  
**Lives** 2013  
Annual Report

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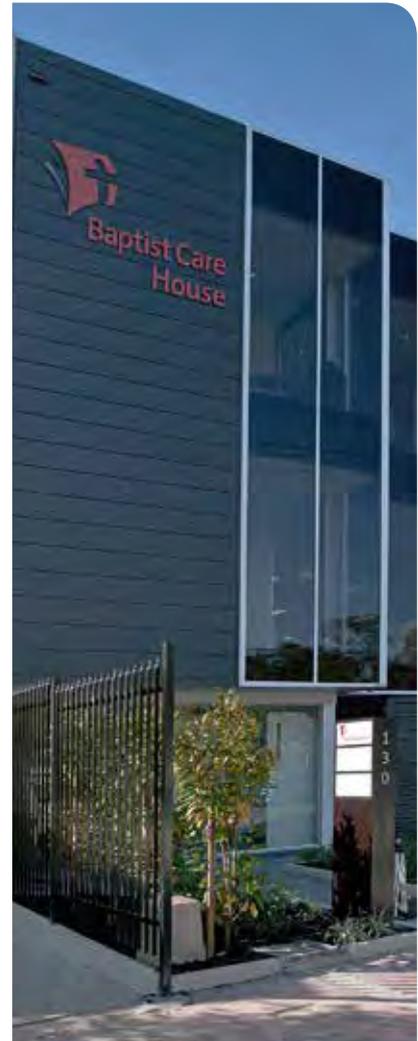
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# Baptist Care Annual Report: 2012-2013

## 2012-13 Highlights and Significant Achievements

- Strengthening the Board and its processes to provide improved governance
- Transitioning successfully out of the Residential Aged Care sector
- Achieving significant growth in Emergency Care Services for children under the Guardianship of the Minister
- Offering new training opportunities around health and care ministry to the churches so they can better support elderly people in their communities
- Accomplishing better outcomes for young people by collocating our employment and youth education and training programs to foster collaboration and provide synergies in service delivery
- Securing funding to establish new programs such as the Family Mental Health Support Service in the Salisbury region and the WestCare Nunga Men's Wellbeing Program
- Delivering improved terms and conditions for all employees through the new Enterprise Agreement
- Improving risk management processes
- Upgrading our core IT hardware infrastructure, thereby providing increased capacity to manage current and future IT resource loads
- Hosting the very successful Baptist Care Australia conference



# About Us

We are a service of the Baptist Churches of South Australia and are celebrating 100 years of care in 2013. Baptist Care commenced in South Australia in 1913 as the West End Baptist Mission and, over the 100 years since then, has grown into what it is today. Baptist Care is a leading provider of community services in South Australia with some 540 staff providing a wide range of services to people in need from young toddlers to the aged.

## Our Motto

*Serving to Transform Lives*

## Our Mission

Baptist Care expresses God's love and compassion for people, especially those at risk or marginalised, by journeying with them toward the attainment of their full potential.

## Our Vision

Baptist Care, motivated by Christ's servant heart, aspires to be a leading life-transforming agency, founded in a faith community that is engaged in client focused care.

## Our Values

We believe the following values encapsulate our service to the community:

- Empowerment and Mutual Respect
- Networking and Open Communication
- Recognition of Achievement and Excellent Stewardship
- Innovation and Continuous Improvement
- Compassion and Commitment
- Highest Ethical Standards and Integrity

# What We Do

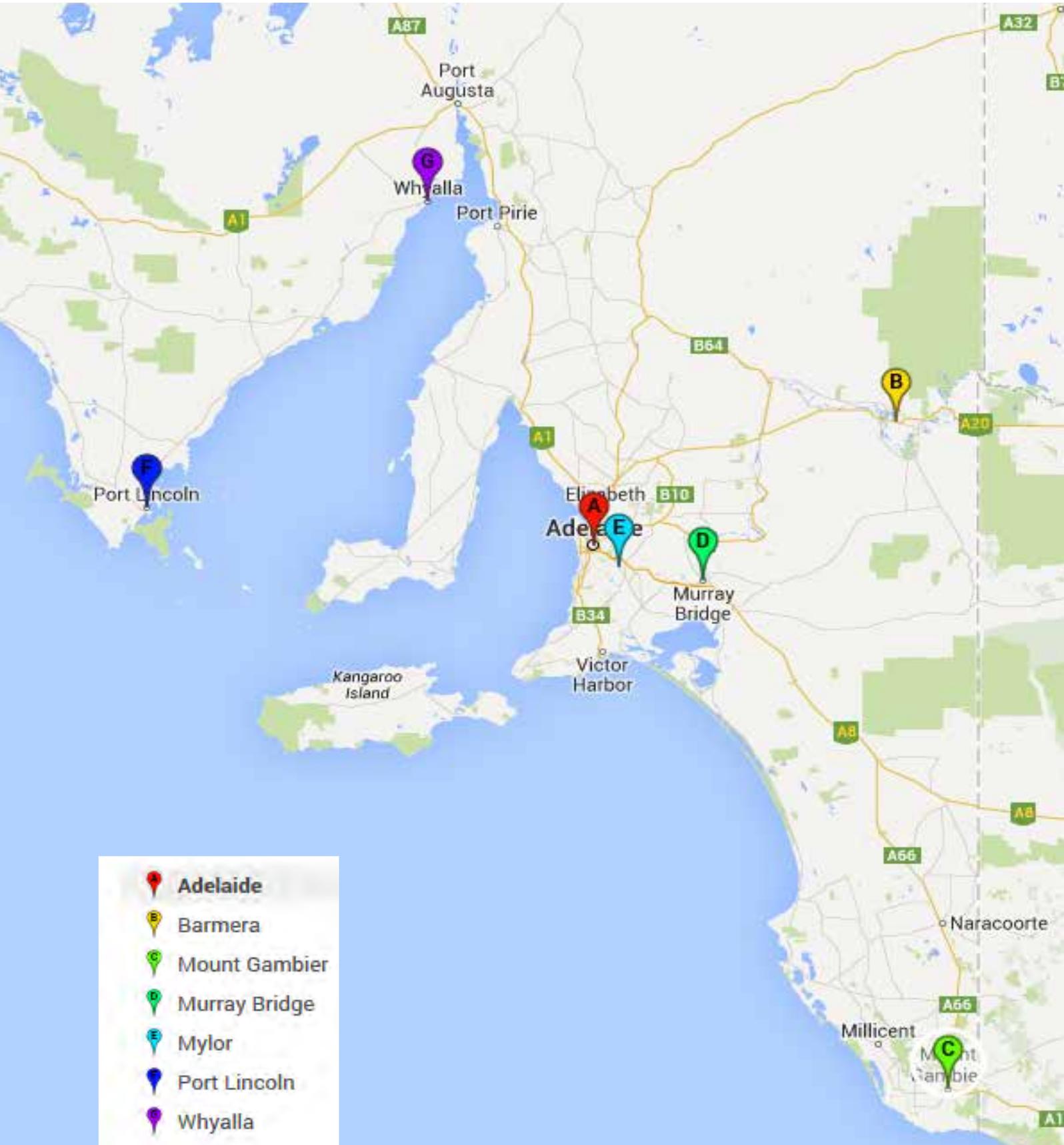
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We provide a range of services which include:

- Supporting struggling families from the Aboriginal, migrant and wider community
- Working with refugees by providing a range of support services
- Supporting the homeless by providing accommodation, individual support and around 20,000 meals a year
- Working with very young children through to young adults who are unable to live at home and assisting them with our 24/7 accommodation and support services
- Providing employment services as well as helping young people to remain engaged at school
- Building resilience in young people, including youth at risk, through adventure therapy and camping experiences
- Partnering with local Churches to support them connect with their community by their care services

We aim to transform the lives of South Australians who need a helping hand from those who care.

# Where We Work



# Chairman of the Board's Report

There is much to celebrate in Baptist Care's centenary year. But the greatest reason for celebration is not 100 years of organisational evolution, nor the selfless dedication of hundreds, perhaps even thousands, who have cared deeply throughout those years and made personal sacrifices, giving of themselves and their resources to serve people in need. Rather, our greatest reason to celebrate is that the lives of people in need have been and continue to be transformed by all that Baptist Care represents!

Without transformation taking place in the lives of those served through Baptist Care's activities, our motto 'Serving to transform lives' would be hollow and its reason for existence questionable. The desire to achieve transformational change in all who are served by Baptist Care is the key driver that focuses everyone who leads and serves in this governance and operational community.

It is most encouraging to report that important and effective advances have again been made during the past year, and continue to be achieved, under the valued and appreciated leadership of our CEO, Mr Paul Scully. These advances have been purposefully designed to facilitate even greater fruitfulness in the ongoing outworking and attainment of Baptist Care's vision and mission.

Although a far from exhaustive list, these advances include:

- Enhancing the quality of program outcomes, which has been facilitated through further developing staff and volunteer induction, training and reporting processes, and also through substantially completing the journey towards formal quality certification for our organisation
- Enhancing the understanding and further evolution of Baptist Care's relationship with local Baptist Church ministries, especially through our Health, Wellbeing and Ageing services
- Significantly strengthening the Board and its processes. The addition of new Board members, Mr Chris Howis, recently retired Judge Robert Lunn AM, Ms Julie Lawrie and Rev Dan Beasy, has beautifully complemented the strengths of existing Board members
- Outworking the first year of Baptist Care's updated Strategic Plan with a resultant increasing clarity in discerning and responding to factors that are defining and impacting upon our future direction
- Successfully transitioning out of the Residential Aged Care sector
- Further advancing the place of the Baptist Care (SA) Foundation as a means of strengthening Baptist Care's resource base. This is already, and will become increasingly, vital for financial sustainability
- Continuing planning in relation to managing our facilities and the appropriate enhancement of properties, including replacing the original campsite amenities block at Mylor and overseeing the construction of the new Inner City homelessness services building funded by the SA Government

Most Baptist Care services, by their very nature, bring complex and often challenging demands. Whilst its primary focus must always be towards those it serves, its fruitfulness in large measure flows from the availability and wise use of the resources represented by staff, volunteers, donors and funders. On behalf of the Board, I express deep appreciation to all who in any way have contributed to transforming the lives of those we serve.

*Allan Priest  
Chairman*



# Chief Executive's Report

A highlight of the year was hosting the national Baptist Care Australia Conference, which was held at Glenelg in April. The conference's theme was *Transforming Times, Transforming Lives* and featured a number of excellent key note speakers. There was also a series of workshops focussed on innovation and another series looking at transforming how we work. Delegates enjoyed the opportunity to share ideas and knowledge with their interstate colleagues.

During the financial year, our Emergency Care Service, which works with children and young people under the Guardianship of the Minister, grew into a major service. While it is unfortunate that so many young South Australians are in need of out of home care, Baptist Care has been pleased to be able to show God's love to these children through expert trauma-informed care.

The Health, Wellbeing & Ageing service stream has also developed during the year. Training is now being offered to the churches around health and care ministry and helping elderly people in their communities. This training has been well received and we look forward to being able to work together with the churches in the future.

On a sadder note, after nearly 70 years of work in residential aged care, the 30th of June 2013 marked our move out of this service sector. We thank the many people who have played an important role in this ministry. In particular, our thoughts are with the many staff and volunteers who worked at Playford Village and who left Baptist Care when the service was taken over by its new provider. We wish them well for the future.

Community services across Australia are undergoing significant change as it the wider community as we experience continued financial uncertainty and economic structural changes. Baptist Care in South Australia as previously indicated is reshaping the organisation to position itself to be a key player, such as exiting residential age care within the state. We are working with the other Baptist Care agencies in each state through circles of excellence, where staff share and engage from across Australia to improve our collective performance. One of the key focuses both at a state and national level is ensuring that we don't experience mission drift ; our Christian heritage is vital to our identity, thus our motto of "*Serving to Transform Lives.*"

In August 2013, we will celebrate 100 years of service from a humbling beginning in the western community of Adelaide city. What started as the WestEnd Baptist Mission in 1913 has evolved into a large community service organisation serving many disadvantaged people in South Australia. WestCare Centre still operates six days a week from Wright Street, providing a simple breakfast and a three course lunch, along with a safe place to keep out of the weather. At the WestCare Centre we are able to show God's love for more than 200 disadvantaged people each day, regardless of their past or present circumstances. This work is fully funded by our donors and we take this opportunity to thank them for their generosity to the lost in our community.



*Paul Scully*  
*Chief Executive Officer*

# Working With Aboriginal People

Through its staff and programs, our Aboriginal Services have continued to service the Aboriginal community of South Australia. Highlights for the year included an Art and Culture Expo which was held during Reconciliation Week and featured a didgeridoo performance by Jamie Goldsmith as well as a wood carving workshop. In addition, the first ever South Australian Aboriginal Christian Leaders Retreat was held at the Mylor Campsite and was a resounding success, with leaders travelling from as far as Raukkan, Point Pearce, Ceduna, Broken Hill, Port August and the APY Lands to attend.

## Westcare Drug Intervention Program for Indigenous Men

Typically, clients were living in the present and engaging with services based on their immediate needs, with accommodation a critical need for many of the participants. During the year a number of clients gained accommodation, and also did exceptionally well maintaining it. For some it was their very first home. In addition to securing accommodation, case work activities included: advocacy, referrals, drug and alcohol counselling, financial counselling, social and emotional well-being counselling, assistance with practical needs (e.g., clothing, food), transportation and assistance with funerals. A key learning from the program was the recognition that culturally appropriate case management methodologies are needed to engage the target group. Another key outcome of the program was equipping an Indigenous worker with the appropriate skills to work in the program; the incumbent successfully completing a relevant Certificate 3 level qualification.

## Karpani Aboriginal Elder Women's Program

The Elder Women's Program continued to provide much needed support to Elder Aboriginal women across the South Eastern Adelaide region. In addition to local Kurna women, participants included women from surrounding country areas. Others came from further afield including country South Australia, interstate and central Australia. For the latter women, traditional cultural customs are still strongly held and English is their second language. Often the reason for coming to Adelaide is health related, so the women face a number of challenges. The Elder women are very valued members of our Aboriginal communities. Due to the lack of services they can access, such as Elder care facilities, we need to continue to build the very necessary supports around these women and also help them to remain in their current housing. During the year we have been able to provide the Elders with opportunities to share meals, engage in social interactions and share stories and culture, as well as providing assistance to attend Aboriginal events. Highlights have included berry picking and day trips to Raukkan to collect rushes for weaving.

## Aboriginal Family Support Program

Much needed support continued to be given to Aboriginal families across the metropolitan region where there is great need, particularly with helping to handle finances, advocating with utility providers and helping to put food on the table of those who are struggling to make ends meet from week to week. Poverty often means the children miss out on holidays and other activities, so a number of children's holiday camps were run at Mylor during the year. These were very popular with the children and it was pleasing to see the wonderful rapport that developed between the children and the campsite's staff.



# Building Resilience Through Outdoor Adventure Camping

We believe in the value of people spending time with each other in community, in beautiful outdoor settings, where they learn from and share personal experiences. This belief is reinforced by the positive feedback we receive from our clients and is further evidenced by Adventure Services estimated 95% rebooking rate. The indications are that we are becoming a leader in camping and outdoor activities in South Australia.

The 2012-13 year will be remembered as another year of great change across Adventure Camping. New staff, new programs and new buildings have all contributed to our Adventure Camping programs moving forward and keeping pace with the needs and demands of our clients and the outdoor industry. Adventure Services and Mylor Campsite have continued to develop and review all of their areas of service, with our Adventure Services working towards achieving accreditation with the Australian tourism industry.

## Adventure Services

Running school holiday adventure programs for young people Under the Guardianship of the Minister living in Baptist Care's houses was a new and exciting opportunity for the Adventures Services. Day activities around Adelaide and three-day/two-night camps to the River Murray and Coorong helped build relationships between workers and residents as, together, they tackled caving, kayaking, raft-making and navigation challenges. A number of participants registered for the Duke of Edinburgh Award and will be able to include these trips to fulfil the requirements of the 'Adventurous Journey' component of the program.

Another highlight of the past year was piloting the "Learn, Stand, Give, Fly" camp with 28 Year 6/7 students from Uraidla Primary School. With great energy and enthusiasm the students followed the trail of bushranger "Battunga Bill" and ultimately discovered hidden in the forest a personal letter which told the story of how their parents/carers had seen their son/daughter Learn, Stand, Give, Fly during their years at Primary School. In the words of School Principal, James Parkin, the journey from Mylor Campsite to Kuitpo Forest was

*"Not just a high-ropes, water-crossing, hiking and bush-camping few days; the reflective challenges Mylor staff threw the students enabled them to think about their whole Primary School life. Highly recommended."*

Our aim is to promote this experience to groups of Year 7 students across the State.

Other fee-for-service adventure programs were delivered throughout 2012-13 to groups from Carer Support, Marion and Onkaparinga Youth Advisory Councils, Relationships Australia and STARS (Survivors of Torture, Trauma Assistance and Rehabilitation). The loss of funding for the Adventure Break Weekend and Wild Day activities after 15 years of effective service delivery was disappointing, so we are looking for sponsorship from individuals and organisations that want to help young people at risk as we continue to receive request for help from the community, support workers, parents and young people.

# Building Resilience Through Outdoor Adventure Camping

## High Ropes

The High Ropes Course at Mylor Campsite has continued to provide challenging personal and team building activities to a wide range of clients. During the year sporting teams such as the SANFL Port Adelaide Magpies and the SA Netball Premier League Contax Club took part in pre-season challenges. We also delivered four training sessions to South Australian Police detectives and ran numerous experiential learning programs for Flexible Learning Option and other high school students from across the State.

A particular highlight was providing a team building session for Baptist Care's Emergency Care Services staff. It was a great day that afforded lots of laughs, strengthened relationships and afforded opportunities to reflect on team culture and strengths. We hope more Baptist Care staff teams will visit the Mylor Campsite and take advantage of the wonderful facilities.

The High Ropes is a service we continue to promote and we are looking for interested churches, schools and organisation to take up a great experience of the outdoors with a thrill of high ropes!

## Mylor Campsite

The 2012-13 year saw significant changes in staffing at the Campsite with a new Campsite Manager, Peter Stewart, after-hours host, and grounds person as well as cooks, cleaners and outdoor activity programmers. Staff were provided with quality training that enabled us to deliver a more professional service to the groups visiting the campsite. This is reflected in the very positive feedback collected from campsite attendees, with 188 groups (corresponding to 14,526 bed nights) accessing our service during the year.

We believe that the camping experience we provide plays a critical role in helping to break down social barriers within groups, particularly those from schools. As we look forward to 2014, we are excited by the proposed capital works to upgrade our facilities, as this will further enhance the Campsite's popularity and good reputation. The key goal is to expand the accommodation to include two schools or two camping groups at the same time. Additionally, we are seeking to upgrade the campsite and have engaged an architecture firm that specialises in developing recreational facilities. If a former camper or business is interested in supporting the refurbishment project, please contact us.



# Building Resilience Through Outdoor Adventure Camping

## Tumbelin

The Tumbelin Program aims to reduce harm associated with alcohol and other drug use. This year a number of young people aged 13-18 years participated in the Tumbelin Program; 54 from Port Lincoln and 67 from Mount Gambier. Under the new funding agreement with the Commonwealth Department of Health and Ageing, we have had the capacity to deliver group work and 1:1 counselling sessions in addition to the six-week adventure therapy program delivered previously. This has given regional case workers greater scope to develop trusting and supportive relationships with participants and also follow up individuals who respond positively to the messages and learning opportunities offered through Tumbelin.

An evaluation of the Tumbelin program (based on feedback from approximately 200 participants and collaborative partners between 2009 and 2012) by Dr. James Neill from the University of Canberra is due for completion at the end of October, 2013. We're excited by the preliminary results which indicate that:

*'Tumbelin has been very well received by participants and local community agencies. Tumbelin is known for the care and commitment of its staff to the community and not just to the program, via fostering meaningful relations with participants and collaborative partners. Participants improved most notably in self-esteem, self-confidence and self-respect and were helped to get back on track and make better decisions. Drug and alcohol usage is markedly decreased. Regular engagement in challenging activities combined with camps and expeditions enhanced participants' views of themselves and helped to develop problem solving and social skills. Ongoing positive relationships between Tumbelin staff, collaborative partners and participants appears to enhance the building of positive life trajectories for the participants.'*

# Providing Spiritual Support Through Chaplaincy Services

During this year Baptist Care supported chaplaincy services at:

- **Playford Village:** The site was handed over to the new owners in June, but Chaplaincy staff continued until September, allowing efforts to be made to ensure that churches in the community would continue to provide church services.
- **Gawler Health Service:** Serving patients in palliative care
- **Women's and Children's Hospital:** The Coordinating Chaplain was responsible for the leadership and management of the Pastoral and Spiritual Care Services of the hospital, involving pastoral care for patients, their families and staff.
- **Yatala Labour Prison:** Our Prison Chaplain works from Yatala which is the largest prison in South Australia with approximately 500 prisoners. About 50% of these men are on remand, waiting to be tried.
- **Disability SA:** The Chaplain provides ongoing advice and support to residents and their families based at the Highgate Park facility (formerly Julia Farr Centre).

The year also saw Rev Darryl Bishop finish his ministry as Coordinating Chaplain with Baptist Care, with Ian Warner being able to backfill the chaplaincy role for some months. We thank Darryl for his wonderful support to staff and residents over the past twelve years.

# Fostering Positive Health, Welbeing Ageing

The Health, Wellbeing & Ageing Service Stream was established in 2012 with the express aim of effectively responding to the needs, from a general health perspective, of people in the community, thereby leading to improved health, wellbeing and positive ageing outcomes. The initial focus under the Health & Care Ministry project was to work collaboratively with local churches, supporting them to better minister to those who seek assistance through the churches. During the year, a number of our existing community mental health programs were moved into the Health, Wellbeing and Ageing portfolio because of their shared goals in relation to improved health and wellbeing for clients, and to achieve greater synergies between the different programs.

## Accommodation Support Program (Eyre)

The Accommodation Support Program worked together with the Psychosocial Support Program in the Eyre region to provide services to people living in the community with mental illness. Please see below for further information.

## Community Links Program

The Community Links Program (CLP) assists adults with a disability and older people living in the southern metropolitan region by providing individual social support to assist participants to link with community activities and achieve their goals. During the past year there was growth in the program's activity groups. Our bowling, movie, games, 8-ball and ladies coffee groups provided participants with opportunities for social interactions, and we saw friendships develop and participants grow in confidence. A highlight for the year was delivering a cooking course to 8 participants in partnership with Community Foodies. The participants learnt the basics of healthy food options, food handling and preparation. They were able to try something new and, at the end of each session, enjoy a meal together, sharing the food they had just prepared.

### Client Story: Community Links Program

Early in 2013, CLP began to support a young man, Matthew\*, who has vision and hearing impairments, intellectual disability and is unable to speak. Matthew expressed an interest in ten pin bowling, so his CLP support worker introduced him to the Special Olympics Disability Bowling League at a local bowling alley. After only a few weeks, the opportunity arose for Matthew to travel to Melbourne with the league for a State bowling competition. To our surprise, Matthew took up the challenge and was successful in winning a gold medal in the individual event! Matthew had discovered a hidden talent, and came home glowing from his achievements. He continues to enjoy bowling every week and his CLP support worker is assisting him to learn to travel there independently. Matthew has plans to play in further State and National tournaments and hopes one day to compete at the Special Olympics.

\*name has been changed

*A CLP Client at ten pin bowling  
(\*not Matthew)*



# Fostering Positive Health, Welbeing & Ageing

## Country Psychosocial Support Services (PSS; Eyre and Riverland)

PSS in the Eyre and Riverland provided a client led, recovery based service to those living in the community with mental health issues. The program worked together with the local mental health service, promoting meaningful engagement, living well and social connection with the local community.

In the Riverland, PSS, together with the local mental health services, facilitated a group that met weekly and focussed on social connection and physical health and wellbeing for those with mental illness. This group saw a lot of growth and support from the local community over the latter half of the year.

Both the Riverland and Eyre PSS teams participated in Mental Health Week to promote education and reduce stigma in their communities. The Eyre team joined other service providers in holding a fair on the foreshore, including stalls, a yellow brick road, talent quest and relevant information. The Riverland team, in collaboration with local service providers, held a free viewing of A Beautiful Mind, and provided free snacks and relevant information, with over 100 people attending the event.

## Health & Care Ministry

Baptist Care's Health & Care Ministry (HCM) aims to liaise with Christian churches, and particularly Baptist Churches, across the state to equip them to promote the health of individuals, families and communities, and to provide effective care and support to our most vulnerable community members whatever their age. To that end, the 'B Care' pastoral health and care network seeks to link churches and individuals involved in HCM and to keep them informed and resourced. To do this, 'B Care' provides affordable learning opportunities aimed at developing a strong network that facilitates innovative and responsive HCM activities. Key activities during the financial year included:

- A two day course "*Introduction to Health & Care Ministry*" was developed and conducted twice at Baptist Care House in November 2012 and May 2013. Feedback from this course was extremely positive
- Continuing ministry development around healthy ageing was provided through an informative full day conference in March 2013 that focused on promoting the ministry effort of the "well-derly" to support and care for the "ill-derly"
- There was ongoing consultation with pastors and pastoral care leaders of individual churches regarding HCM training opportunities
- A Productive Ageing through Community Education (PAAtCE) grant was obtained which will be used to develop peer educators to provide health and care support to adults living in the community with chronic illness
- Dr Anne Van Loon presented an invited paper, *Engaging Churches in the Health & Care Continuum: Innovative Opportunities to Transform Lives*, at the national Baptist Care Australia Conference held in Adelaide in April 2013

# Fostering Positive Health, Welbeing & Ageing

The opportunities for churches to be salt and light and a healing balm in their community are growing as our community ages and economic pressures force governments to find new ways to keep the community safe, healthy and vibrant. God commanded his church to live justly and love compassionately and unconditionally, focusing first on the most vulnerable, sick, oppressed and hurting. HCM provides a tangible way to live out this gospel imperative in word and deed.

Churches who want more information about any of B Care's services can contact Anne van Loon at Baptist Care 8273 7104 (Mon-Wed), 0409 921 337 or [avanloon@baptistcaresa.org.au](mailto:avanloon@baptistcaresa.org.au).

## Peer Work Project

The Peer Work Project, a collaboration between Baptist Care (SA) and MIFSA, continued its active role in promoting and developing the peer work force in South Australia and interstate. Over 90 people joined the project this year, with at least the same number completing training through the project, including through the Introduction to Peer Work, Employment Pathways and Professional Development courses. In addition, over 50 people received work place or professional development mentoring. The Peer Work Project was also involved in the lived experience workforce group, coordinated by the Mental Health Unit (SA Health), which put forward recommendations for the future development of the lived experience workforce in South Australia. The project presented a paper focussed on recommendations for the future training of Peer Workers.

# Engaging People in Employment, Education and Training

A significant change in our Employment, Education and Training Services this year has been collocating our employment and youth engagement programs to foster collaborative practice and achieve synergies in service delivery. In particular, our Employment Services and Youth Connections programs have jointly serviced young jobseekers; the dual servicing allowing us to better address barriers to employment for our young clients. The government department overseeing the two programs has been impressed with the positive outcomes that have been achieved for both clients and their employers.

During the year, our Youth Connections and/or Innovative Community Action Networks (ICAN) teams provided services to young people in the Northern Suburbs of Adelaide, the Riverland and on the Eyre Peninsula. The teams have worked with hundreds of young people between the ages of 12 and 19, helping them to reconnect with school, or supporting them to find suitable alternative educational and vocational pathways. With both programs there has been a change in focus from engagement to career development and transition. Pleasingly, referrals to both programs grew throughout the year.

## Employment Services

As a Job Services Australia provider, Baptist Care offers a personalised and holistic approach when assisting job seekers in their quest to secure sustainable employment. As a generalist provider, with the addition of the Indigenous specialist stream for Port Lincoln, our program has been able to provide services to a broad range of job seekers. We have also developed strong relationships with employers and stakeholders; offering a wide range of services and incentives to meet their recruitment needs, whilst also meeting contractual obligations in relation to job seekers. To the benefit of both job seekers and employers, training has been a critical aspect of our service this year; affording a smoother transition to sustainable employment. Based on these developments, we are hopeful for an improved performance.

## Innovative Community Action Networks (ICAN)

Our staff worked successfully with many high schools throughout the year. In particular, our youth workers provided case management support and developed programs to help the young people engage in education and develop career pathways.

## Youth Connections

Baptist Care provides the Youth Connections program in Northern Adelaide and is the lead agency in a successful consortium providing Youth Connections in the Eyre Peninsula, where we have partnered with Eyre Futures and Mission Australia to achieve social, educational and vocational outcomes for the young people. There was also greater collaboration with other Baptist Care programs operating in the region, including our Tumbelin program and Employment Services. In Northern Adelaide we commenced delivering case management to young people with 3 private schools, which is the first time Baptist Care has worked with private schools. We are pleased to report that we were recently offered a 12 month extension to our Youth Connections contract, based on our improved performance throughout the year.

# Giving Safe Refuge & Support Through Our Homelessness Services

The Homelessness Stream was consolidated during the 2012-2013 financial year with the services of the Inner Southern Youth Homelessness Service, based at St Marys, and the Eastern Adelaide Aboriginal Specific Homelessness Service and the Community Transition Worker Program, both based at our inner city site, becoming more closely integrated. This has enabled efficiencies within the programs, as workers from the different programs are able to assist each other with particular enquiries. Each of the programs uses a common case management and database tool, with an identified “super user” of this database tool being able to assist staff across our Homelessness Services with enquiries to ensure effective use of the tool.

Reform in the Homelessness Sector is in its third year, and our Homelessness Services have adjusted to the reforms. A management team meets on a monthly basis to monitor and improve services to ensure that the most appropriate client centred support is delivered.

The arrangement between Baptist Care and Junction Housing has continued, ensuring that our workers were able to focus on client needs whilst Junction Housing dealt with property management. In addressing client needs, Case Managers from our Homelessness Services have been able to access other programs running on site such as Emergency Relief, and guest programs such as the Adelaide Legal Outreach Service (ALOS) and the Centrelink Community Worker, to provide additional support for their clients.

For those staff, volunteers and clients working in or visiting our inner city site, the last year has been dominated by the building project that is delivering a brand new office and service delivery complex. After years of planning and approval, building work finally commenced in late 2012 and is nearing completion. Despite the inconvenience of having a building site on the doorstep of a number of services including the WestCare Centre and the Eastern Adelaide Aboriginal Specific Homelessness Service, programs and services were maintained and we are very grateful for the patience shown by clients, volunteers and staff.

## Arts Centre

During the financial year, the Arts Centre hosted two performance events as part of the 2013 Adelaide Fringe Festival. Heaven Knows a Capella staged a series of five concerts celebrating 20 years of singing together. Meanwhile Under the Lamp Post Choir produced their first ever public concert series, with two performances of a show called A Little Illumination where they combined with storytellers Dennis Wild and Lorinda Curnow to present an eclectic mix of songs, stories and film.

## Community Arts Program

The community arts program for 2012-2013 did not receive any new funding during the year but was able to continue for much of the period by using volunteer artist/facilitators and making use of accumulated resources and materials.

## Our Culture, Our Story

The Our Culture, Our Story Indigenous Culture Support program comprised a trip to Raukkan, a series of twenty craft workshops (basket weaving, story-based crafts) and an expo of aboriginal art and culture that included music performances, art and craft displays, food tastings and a wood carving workshop.

# Giving Safe Refuge & Support Through Our Homelessness Services

## Carols in the Square 2012

Carols in the Square has been held on Whitmore Square each year since 2006. The 2012 event featured performances from regular guest artists: Tutti Choir, Heaven Knows a Cappella and Under the Lamp Post, as well as the Holdfast Bay Concert Band and Richard Chew. About 200 or so people from the neighbourhood around Whitmore Square attended, including a number of representatives from the Adelaide City Council, which provided the funding for the event. A barbeque tea was available in the Square before the event. The celebration, which included a mix of guest artists along with community singing of traditional carols, took place under a marquee kindly provided by BankSA.

## Little Windows

The Little Windows digital storytelling project, funded by Arts SA, was completed during the year. In all, the project produced seven stories covering a wide range of subjects including experiences of mental health issues, homelessness, Christian faith experiences, family breakdown, saying goodbye and poetry. The finished stories can be viewed on the baptistcaresa vimeo page: [www.vimeo.com/user12568532/videos](http://www.vimeo.com/user12568532/videos).

## Community Transition Worker (CTW)

The Community Transition Worker role continued to provide support to clients in the inner city, including many who passed through the WestCare Centre, with about 200 people supported during the financial year. In addition to supporting the homeless, the Community Transition Worker linked clients to other appropriate homelessness services, thereby ensuring that the clients remained safe, and that longer term support was provided.

## Eastern Adelaide Aboriginal Specific Homelessness Service (EAASHS)

During the year, EAASHS, which continued to be delivered in partnership with the Aboriginal Sobriety Group (ASG), was consolidated with the addition of a Team Leader. Five Case Managers provided client support with an ongoing case load of about eighty clients. The service continued to provide assistance to clients in the area of accommodation and support with other life issues, such as drug dependence, family violence, mental health, and legal and financial concerns.

To better support clients, the Case Managers developed further links with, and knowledge of, other agencies such as Kornar Winmil Yunti, The Aboriginal Connection Program (DASSA), Aboriginal Legal Rights, Nunkuwarrin Yunti, the Nunga Court, Aboriginal Hostels, and the Aboriginal Sobriety Group (ASG) in the Western Region (short term housing), as well as Housing SA and other Community Housing Associations. Clients also accessed internal Baptist Care programs such as the Aboriginal Men's Drug Intervention Program, Karpandi Elder Women's Program and the Arts Centre.

A holistic and integrated approach to service delivery within EAASHS assisted to ensure a sustainable transition into permanent housing, as well as social and emotional wellbeing, for our clients.

# Giving Safe Refuge & Support Through Our Homelessness Services

## Emergency Relief

The Emergency Relief program distributed emergency assistance to people in immediate need through two Baptist Care outlets: the main outlet at our inner city site and through a smaller program outlet focused on young people in need at the St Marys site. The assistance distributed took the form of food, supermarket vouchers, pharmacy prescription medication vouchers and a small number of metropolitan bus tickets and was provided by a combination of funding from the Federal Government's Department of Families, Housing, Community Services and Indigenous Affairs as well as donations from a variety of Baptist churches and concerned individuals and groups.

In all, the program distributed 861 supermarket vouchers (total value of \$28,460), 928 food parcels, 84 vouchers for pharmacy prescriptions and 45 bus tickets to a total of 657 clients.

## Inner Southern Youth Homelessness Service (ISYHS)

The case management component of the ISYHS continued to progress under the leadership of the ISYHS Case Management Team Leader, with four Case Managers providing outreach support and an ongoing case load of about eighty clients. The young people were supported to achieve long term housing outcomes, with many entering private rental as they developed in confidence and capacity to manage on their own.

The residential component of the service continued to operate successfully under the leadership of the ISYHS Residential Team Leader. This service was delivered on site by a number of support workers. Both residential facilities were tenanted at close to full capacity for most of the year. The residential service also supported many young people who presented in crisis.

The case management and residential services worked collaboratively to ensure that young people were supported and that they were able to progress in the management of their housing needs. The Case Managers also worked collaboratively with other services such as Together for Kids, Trace-A-Place, Housing SA, Junction Housing and other Community Housing Agencies to ensure positive outcomes for clients.

### Client Story: Inner Southern Youth Homelessness Service

Najeeb\* came to our service having resorted to sleeping in his car as a better option to living in overcrowded conditions. Through the support of Baptist Care's Inner Southern Youth Homelessness Service, Najeeb is now living in supportive housing and has been able to achieve many of his goals. In particular, he has started studying a Bachelor of Social Work and Social Planning at Flinders University, is working part-time as a taxi driver and is well connected with his community. Najeeb now sees a GP regularly and is in the process of beginning a mental health care plan, with regular visits to a psychologist to address past trauma and his feelings of being overwhelmed by his new life in Australia far away from family support. Najeeb is an inspirational young man who has achieved much in a short period and who is keen to continue to make the most of any opportunities that present.

\*name has been changed

# Giving Safe Refuge & Support Through Our Homelessness Services

## WestCare Centre

Westcare has continued to be a place of refuge and support for some of Adelaide's most vulnerable people, with many of our clients identifying themselves as homeless.

Through the year, 19,587 midday meals were served, highlighting the high volume of clients coming in to the Centre. Clients came for much more than just lunch, with a majority of clients receiving support with housing, counselling and advocacy. Over a third of clients had used the onsite Arts Centre. A number of clients attended the Westcare Church.

Our traditional connection with the Church remained strong; a consistent group of 20 churches sending teams to serve in the Centre, with strong ownership in particular coming from the Baptist Churches.

In June the decision was made to extend the opening hours of the Centre, opening at 9am instead of 11:30am. This has been done on a trial basis following the closure of the nearby Byron Place Centre. Many of our clients were attending both services so by opening at 9am we were able to offer a simple breakfast and allow our clients to have a shower, coffee and place of shelter in the morning. We hope to be able to continue to do this.

We are very grateful to our various donors who allow us to do this work. Oz Harvest in particular has provided an increasing amount of fruit, vegetables and other foods which has been invaluable to us in providing our service. We also sincerely thank all the other organisations which have donated food to the Centre during the past year, including: Balfours, Buttercup Bakeries, City of Adelaide Lions Club, Foodbank, Villis and Second Bite. Many individuals also donate to the Centre and we are very appreciative of their faithful support of our work.



*"I've always known that I was meant to help people and by working at Baptist Care I'm able to follow my passion for cooking and help people in need at the same time."  
- Heather*

# Comforting and Supporting Children, Youth & Family

The financial year saw considerable growth in business in the Children, Youth & Family service stream. In metropolitan Adelaide, there was a large increase in our Emergency Care Service workload, while in regional SA, we received our first clients in the Supported Independent Living & Stabilisation Program based at Mt Gambier and Murray Bridge.

Much of the focus for 2012/2013 was around up-skilling staff to work more effectively with the young people. Staff were supported through initial and ongoing training. In addition, they received ongoing support in developing reflective practice from the leadership team and external services such as Families SA Psychological Services, Families SA Intensive Placement Services and private psychologists.

Team building and staff morale was also a focus during the year. An example was a Team Building Day, where staff from our metropolitan programs spent a day at the Mylor campsite. Key learnings from the day included developing a better understanding of how young people can benefit from adventure therapy programs and also how developing effective working relationships can improve the quality of service provided.

## Emergency Care Services (ECS)

The ECS program provided care for young people, aged 0-18 years, under the Guardianship of the Minister. These children and young people are referred to ECS after experiencing a placement breakdown or being removed from their families due to abuse and/or neglect. The staff apply a Trauma Informed Care Practice that recognises how the effects of trauma impact on a child's development and their behaviour which at times is complex and challenging.

The focus of our program has been to provide a safe and secure environment where the young people are able to recover from the trauma they have experienced. The carers work on a 24/7 roster as part of a team with professionals from a range of services including Families SA, Education Department, SAPOL, Child & Adolescence Mental Health, Allied Health and other agencies to ensure that the child's needs are well understood and responded to.

The strength of the program was reflected in the growth of staff and placements during the year, as well as the many positive reports from stakeholders. The successes included: young people entering long term family based care after their time with ECS, young people successfully engaging in mainstream schooling and the community, and re-unification of young people with their biological families.

A highlight was the 2012 Christmas Party, where staff put on a barbeque lunch and a range of activities, e.g., face painting, playground, lucky dips, Santa visit, animal show, nail painting and crafts, were provided for the young people and their Case Workers/Guardians.

## Stabilisation Assessment and Transition Service (SATS) and Specialised Placement Support Program (SPSP)

The SATS and SPSP programs provided care for young people under the Guardianship of the Minister. The staff worked collaboratively with a range of services including Families SA, schools, police, health and other agencies.

# Comforting and Supporting Children, Youth & Family

SATS operates from two residential care houses for young people 14 - 18 years old. The Eden Hills property houses 6 boys and the Sturt house can accommodate 4 girls. Meanwhile, SPSP provided both residential and foster care placements. We also provided post care services to a number of young people who had left the care system. The focus of our residential and foster care was to provide a safe and secure environment where the young people could develop their emotional resilience and independent living skills. This included a therapeutic program involving both art therapy and adventure therapy.

A strength of the two programs has been the participation of residential support workers in the therapeutic sessions, which encouraged the young people to actively engage with staff in achieving goals set within the program. Due to the involvement of staff, the young people were able to take the lessons learned through therapy and implement them in everyday life.

Independent living skills work books were developed for all young people to assist them in becoming adults and to develop their budgeting, cooking, home maintenance and safe decision making skills. Case workers worked intensively with our young people, assisting them to work through current issues, achieve goals, and plan for the future.

## Supported Independent Living & Stabilisation Program (SILS)

The SILS program, which operates in the Limestone Coast and Murray Mallee, provided accommodation for young people between the ages of 16-18 years who were under the Guardianship of the Minister.

In Mount Gambier the young people were stabilized at one property and their independent living skills assessed. Staff then worked with the young people in their care to improve their skills to a level that allowed them to live independently.

Once assessed as having the necessary skills to live without the assistance of carers, the young people were able to transition into a Supported Independent Living property. Three houses are available in Mt Gambier and Murray Bridge for young people who have gained these skills and were also committed to living independently with the support and assistance of a Case Manager. Each young person was contacted daily by their Case Manager, who was responsible for developing the client's independent living skills and linking them into community services that met their individual needs.

# Helping New Arrivals through our Refugee Services

In the past 12 months Refugee Services has seen a lot of changes included designing a new care model and responding to changes in government policy.

## Community Care Program

Refugee services continued to provide community based immigration detention to unaccompanied minors in four houses in Adelaide. Each house has capacity for six clients aged between 14-18 years from various cultural backgrounds. Staff assisted the clients to build their emotional resilience and independent living skills. Clients participated in meaningful activities, attended school, engaged in the wider mainstream community and engaged in building their skills within the house. Staff supported the clients to transition from community detention to other services and independent living after they received their protection or bridging visas. The team has maintained good professional relationships with stakeholders and service providers.

## Driving Program

'Road Safety for Refugees', funded by the State Attorney General's Department, commenced in July 2012 and was a project aimed at increasing community safety and preventing crime by promoting an increased understanding and appreciation of the Australian law and the role of the police, as well as assisting 20 - 35 people from refugee backgrounds to obtain their drivers licence.

The project provided a simple and effective way of changing the social conditions within a particularly disadvantaged community by reducing the likelihood of negative and criminal behaviour related to road safety. To address these issues, the project provided 25 people with education and information on road safety, the role of the police, rights and responsibilities around driving, driver safety, traffic offences, how to be safe on the road, car insurance and what to do in the event of an accident. Secondly, the project provided a fifty percent subsidy on the cost of driving lessons, thereby making obtaining a licence an affordable and achievable goal for the target group.

## Fuse Mentoring

The Fuse program provides mentoring support for people from refugee backgrounds who are settling in Adelaide. Seventy new volunteer mentors joined the Fuse program this year, providing support, advice and friendship to asylum seekers and former refugees. Having a welcoming local friend makes a huge difference to the lives of these new arrivals. As exemplified in the following quote, mentoring has also been an enriching and rewarding experience for mentors:

*"What I've learnt from being a mentor in the Fuse program is that the mentors gain just as much as the refugees in the program. I'd really encourage others to get involved because it is very rewarding and it's a good way to contribute to making someone else feel welcome and comfortable in Australia."*

If you would like more information about the Fuse program, please email [fuse@baptistcaresa.org.au](mailto:fuse@baptistcaresa.org.au), visit <http://vimeo.com/65799206> to view a DVD called "Friends In Deed", or visit [www.baptistcaresa.org.au](http://www.baptistcaresa.org.au) and click on "volunteer".

# Farewelling Residential Aged Care



During 2013 we were able to negotiate the sale of Playford Village, with the complex being sold to Regis, a major residential aged care provider. The process of the sale took several months to finalise.

During this time, significant effort was put into supporting residents, their families and staff, as the service transitioned across to its new owners.

The completion of the journey to exit residential aged care took longer than expected, but God's timing is not always our timing. Baptist Care continues to be committed to aged care through our non-residential aged care services. These are now provided within the Health, Wellbeing and Aging service stream.

# Board Members



## Mr Allan Priest, Chairman

Mr Priest is a member of Rostrevor Baptist Church. He is a past President of the Baptist Churches of SA and an inaugural member of the Board from the formation of Baptist Care in July 2008, being the Chair of the Board since that time. Mr Priest is a member of the Administration, Finance and Audit Committee and the Planning and Development Committee. Mr Priest has extensive experience in local church ministry, denominational leadership, business and governance.



## Mr Paul Scully, Chief Executive Officer (ex officio)

Mr Scully is a member of Grange Baptist Church. He was appointed Chief Executive Officer of Baptist Care in January 2011 and is a member of all three Board Committees; Administration, Finance and Audit, Planning and Development and Quality and Risk. Mr Scully has been a Senior Pastor and has experience in community service and working with a broad range of government and other stakeholders.



## Rev Michael Mills, State Executive Minister, Baptist Churches of SA (ex officio)

Rev Mills is a member of Blackwood Hills Baptist Church (Village Church plant). He was appointed State Executive Minister of the Baptist Churches of SA in November 2008 and at that time also appointed an ex officio member of the Baptist Care Board. Rev Mills is an accredited Reverend with significant pastoral leadership experience. He also has experience in inter-agency collaboration, leadership and community development.



## Mr Philip Beck, President Baptist Churches of SA (ex officio)

Mr Beck is a member of Rostrevor Baptist Church. He was appointed President of the Baptist Churches of SA in November 2012 and at that time also appointed as an ex officio member of the Baptist Care Board in 2012. Mr Beck is a retired Assistant Commissioner of Police and a recipient of an Australian Police medal. He has experience in local church leadership, human resources, police operations and previous boards.



## Mr Robert Beard

Mr Beard is a member of Clovercrest Baptist Church. He was an inaugural member of the Board from July 2008 and a member of the Administration, Finance & Audit Committee. Mr Beard is a CPA and has experience in financial risk management and senior management responsibilities of major organisations including SA Baptist Homes for Aged.



## Rev Daniel Beasy

Rev Beasy is a member of Rostrevor Baptist Church. He was appointed to the Board in April 2013. He is an accredited Reverend with a significant track record in developing local church community ministry and has corporate management experience prior to entering the ministry.

# Board Members

## Mr Bob Ellis

Mr Ellis is a member of Golden Grove Baptist Church. He was appointed to the Board in August 2011 and is the Chair of the Administration, Finance & Audit Committee. Mr Ellis is the General Manager of a consulting engineering company and has experience in general and financial management.



## Mr Christopher Howis

Mr Howis is a member of the Aldgate Baptist Church. He was appointed to the Board in February 2013 and is a member of the Quality & Risk Committee. Mr Howis has experience at a senior level in corporate governance and currently holds or has previously held directorships in a number of organisations.



## Mr Tim Johnson

Mr Johnson is a member of Rostrevor Baptist Church. He was appointed to the Board in November 2011 and is the Chair of the Planning & Development Committee. Mr Johnson is the owner/director of an online software solution company and has experience in management.



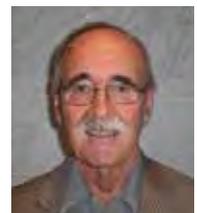
## Ms Julie Lawrie

Ms Lawrie is a member of Clovercrest Baptist Church. She was appointed to the Board in May 2013. Ms Lawrie has significant experience in local church ministry, management and owns a marketing consulting business



## Mr Robert Lunn AM

Mr Lunn is a member of Rostrevor Baptist Church. He was appointed to the Board in March 2013. Mr Lunn is a former judge and QC and a recipient of an AM (Member of the Order of Australia). He also has previous extensive board experience in the not for profit sector and in local church ministry.



## Ms Cathie Powell

Ms Powell is a member of Aberfoyle Park Baptist Church. She was appointed to the Board in March 2008 and is the Chair of the Quality & Risk Committee. Ms Powell provides significant leadership in local church community service ministry and has experience in research and disability.



# Corporate Services

Baptist Care is commissioned “to encourage, support, influence and extend those ministries of the churches of Baptist Churches of South Australia Inc that encourage hope, develop skills, alleviate distress, enrich life and otherwise express through practical actions the love of God and the compassion and redemptive purposes of Jesus Christ to people who are aged and for the direct relief of poverty, sickness, suffering, distress, misfortune, disability or helplessness”.

The Baptist Care Board is made up of up to 12 members, each of whom are required to be a member of a Baptist Church. The names and a brief biography of the Board members can be found in the ‘Our Board’ section of this report. The Baptist Care Board meets every month with the exception of January. Baptist Care has three Board Sub Committees that report to the Board. The Executive and other management groups report directly to the CEO (see diagram below).

## Board Committees



## Executive Management Groups



The Board expects Baptist Care to observe high ethical standards. All Board members, executives and employees are obliged to act with integrity according to their relevant codes of conduct to ensure these standards are met.

# Corporate Services

## Blue Skies

Baptist Care aims to become a more environmentally sustainable organisation. A key requirement to becoming more sustainable is being able to audit our use of resources, particularly electricity, gas, water and fuel. Baseline data was collected in 2011-12, so the 2012-13 financial year has been the first year that we have been able to compare our environmental performance with that in the preceding year. The data indicate the usefulness in monitoring usage as a tool to better target sustainability initiatives.

Educating our staff to live and work more sustainably is another key objective. To meet this aim, articles on sustainability have been placed in the staff newsletter and our Wayville staff have been briefed on correct recycling and waste disposal procedures. It is hoped that our other sites will receive similar training to minimise the environmental impact of our waste. It is pleasing that Information Systems have recently organised for our old mobile phones to be recycled, allowing materials to be recovered and also diverting potential toxins from landfill.

## Human Resources

Baptist Care has a strong commitment to providing a safe and supported environment for its staff, and has been working hard towards becoming an employer of choice for people wanting to work with a faith-based organisation. A new Enterprise Agreement was supported by our employees and subsequently approved by Fair Work Australia in April 2013. This has meant improved terms and conditions for all employees and has ensured that we are more competitive in the employee marketplace.

To better understand the experience of our staff, Baptist Care conducted an employee survey in October 2012. The survey was designed to see how well staff aligned with the goals of Baptist Care and also how committed they were to the organisation. The results indicated that staff were engaged and willing to share their resources and knowledge with other staff and provide support. Staff were also able to provide feedback on how Baptist Care could improve their employment experience, with training identified as an area where staff wanted more support. As a result, we have appointed a full time trainer and have also provided more management training for staff through an external management training provider.

During the year, Baptist Care also implemented a contemporary recruitment system that enables people to access vacant positions via our website. The system also enabled us to interview a high volume of candidates and to effectively screen for people that best fit Baptist Care's needs.

Baptist Care is also committed to improving the level of safety in the organisation by managing risk more effectively. Our safety committee was very proactive throughout the year to ensure risks were minimised across our diverse workplace. To more effectively identify and manage risks, the RiskMan system, which has been specifically designed to cater to the needs of the health and community sector, was purchased in May 2013. The centralised monitoring system includes a risk register as well as incident and hazard tracking system.

# Corporate Services

## Information Systems

This year's major achievement for the Information Systems team was the successful replacement of our core hardware infrastructure, which is used to host our key IT systems. The key goals of this project was to reduce power consumption and provide increased capacity to manage current and future resource loads. The outcome was very positive, as we reduced our monthly power footprint by 40%, reducing costs, as well as greatly increasing our available computing resources. The opportunity now exists to continue planned software upgrades in the coming year that would have previously been difficult. Baptist Care IT is now better placed to support the growth of the organisation with the flexibility, stability and performance that this significant upgrade has brought.

## Marketing & Fundraising

We would like to thank all our supporters for their generous donations; financially and in kind donations of time and goods. Thanks to your support, we can serve many disadvantaged people in our state. We especially appreciate the excellent response to our Emergency Appeal for WestCare, with donations received totalling just over our goal of \$60,000. Thankyou!

This year a substantial amount of work went into hosting the Baptist Care Australia Conference in April 2013. Just over 90 representatives from Baptist Care across Australia attended the conference held at the Stamford Grand Adelaide at Glenelg. The theme of *Transforming Times, Transforming Lives* and inspiring keynote speakers encouraged delegates to think "outside the box" in how we can best serve our clients. A highlight was the conference dinner held at the Adelaide Zoo, in particular the canapés with the pandas!

We participated in a number of other conferences during the year, producing informative material designed to educate participants about how we serve our clients. Marketing material also highlighted different ways of making a donation to Baptist Care.

Baptist Care is celebrating 100 years of service in 2013 and preparations for the August 2013 centenary celebrations have begun. Looking back at the history of Baptist Care and how WestEnd Baptist Mission began its work in the inner city at WestCare has been so encouraging. We thank God for the compassionate heart of many of the early Baptists in South Australia who originally established a kindergarten at the site and served many "poverty-stricken family[ies] who were helped financially or in kind". The WestCare Centre continues to show people compassion and a welcoming spirit by being a place where all people, whatever their past, whatever their present circumstances, will not be judged but will be provided with love, comfort and a safe place to assist them.

If you would like to make a donation or volunteer your time to support us in serving struggling people in South Australia, please contact the Communication Officer at Wayville on 8273 7100 or by email at [communicationofficer@baptistcaresa.org.au](mailto:communicationofficer@baptistcaresa.org.au).

# Corporate Services

## Property & Maintenance

Baptist Care aims to be a good steward of its properties. The year has seen important developments in relation to revitalising existing properties as well as significant new building work.

At our Mylor Campsite, the old outdoor ablution block was demolished and a new one installed near the swimming pool. The sewerage system capacity was increased and the system upgraded to better manage increased numbers. The ablution block for the boys dormitory was also renovated and new media equipment was installed in both the campsite's dining room and chapel. In addition, a lot of effort has gone into planning future refurbishments and building work, which will be undertaken progressively in the coming years.

In the inner city, WestCare Court, which provides accommodation for homeless men, was renovated, providing upgraded facilities and a welcome fresh new look. Meanwhile, the end of 2012 saw the commencement of work on the new building to support our Homelessness Services, with construction work well-advanced by the end of the of the financial year.

## Quality

Ensuring that Baptist Care continues to deliver high quality services to our clients is of paramount importance. The organisational quality program has continued to play a key role supporting excellence in service delivery through continuous improvement. Baptist Care has engaged with a number of accreditation programs in the 2012-2013 year including:

- Australian Service Excellence Standards
- Australian Tourism Accreditation Program
- Community Care Common Standards
- The South Australian Alternative Care Standards
- ICAN Case Management Standards and Employment Service Standards
- Employment Service Standards
- Residential Aged Care Standards

In addition to the above, the quality program has continued to complete internal audits and monitor compliance projects to ensure that our services continue to meet and exceed external requirements as well as our own vision and mission.

## Service and Business Development

The Service and Business Development team exists to support the ongoing growth and development of Baptist Care in order to best serve our clients. This is achieved through undertaking detailed business planning, securing external resources for the future and completing strategic projects that add value to our services.

The 2012-2013 year was a very significant one with tender work occurring in the areas of: Children, Youth & Family; Refugee; Aboriginal; Adventure Camping; Health Wellbeing & Ageing; Homelessness; and Employment, Education & Training Services. Work has also progressed to enhance our fee-based services and to increase our capacity to cater for client directed funding arrangements. Success in the business development activities has led to growth and development in a range of these services. In particular, securing funding to establish the 'Westcare Nunga Men's Well Being Program' as well as a new 'Family Mental Health Support Service' in the Salisbury region were key highlights. A range of other projects were completed throughout the year to evaluate our services and build organisational

# Corporate Services

## Finance Report

It is pleasing to report that the year ended 30 June 2013 has resulted in a surplus from operations of \$2,304,488 of which \$830,900 is attributable to Aged Care operations and \$1,473,588 is attributable to Community Services operations. Contained within the Community Services result is the receipt of \$995,227 in Capital Grants. These Capital Grants related primarily to the WestCare development in support of our Homelessness services in the inner city.

This year marked a watershed in the history of Baptist Care with the sale of our last Residential Aged Care facility, Playford Village, at Davoren Park. With settlement of the sale occurring at mid-night 30 June 2013, this finalised the organisation's transition out of the Residential Aged Care sector. Two major financial transactions flow out of this sale. The first is the recording of a loss on the sale of the facility of \$5,377,895. Whilst this figure reflects a significant shortfall on the book value of the facility, due diligence carried out during the sale process confirmed the sale price to be the best available in the market. The second is the setting aside in a Reserve of an amount of \$12,000,000 for transfer to the Baptist Care Foundation, this amount being transferred in early July. This money establishes a strong investment base from which the Foundation can derive income to support the direct activities of Baptist Care. Community Service's activities grew by 13% during the year, largely attributable to the growth in our work in the area of Emergency Care.

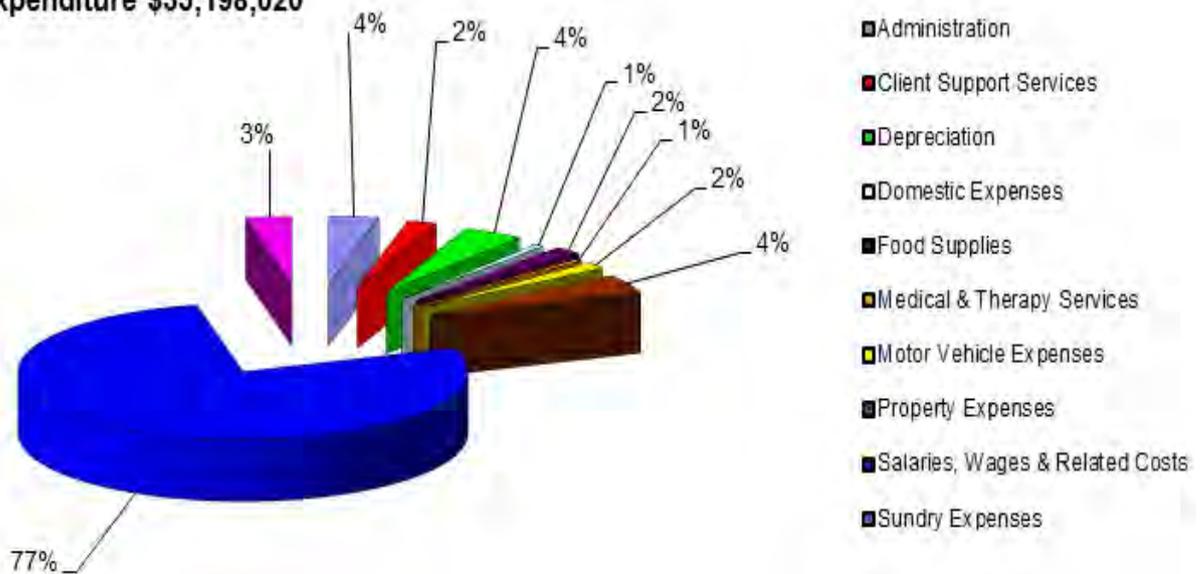
Despite pressure on personal budgets, we were grateful to see continued steady support for the work of Baptist Care provided through donations and an especially pleasing strong response to our Emergency Appeal, which was launched in June. We thank our donors for this ongoing support, which has enabled Baptist Care to continue to work with the less fortunate in our community.

*Graeme Mulligan*

*Finance Director*

## 2012 - 13 EXPENDITURE

**Total Expenditure \$33,198,020**



# 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 statements are an extract from the full financial statements for the year ended 30 June 2013. The financial statements and disclosures in the concise financial statements have been derived from the 2013 Financial Statements of Baptist Care (SA) Incorporated. A copy of the full financial statements 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 statements. It is based on Baptist Care (SA) Incorporated's financial statements and the information contained in the concise financial statements has been derived from the entity's full financial statements.

### Statement of Comprehensive Income

Baptist Care (SA) Incorporated had consolidated revenues for the year of \$35.5 million. Government grants and subsidies account for \$29.9 million of this income while the balance is derived from residents, clients and self-funded activity. Baptist Care is grateful to the network of Baptist Churches and private supporters who contributed to the \$217,370 raised from fundraising, bequests and donations which is crucial to the work of Baptist Care (SA).

Baptist Care (SA) Incorporated recorded a net surplus from operations of \$2,304,488 and a net deficit upon disposal of Playford Village Complex of \$5,377,895. Together these results gave rise to a net deficit from all sources of funding and activity of \$3,073,407 prior to Reserve transfers.

The financial result for the year included the impact of final sale of residential aged care assets in the form of Playford Village Complex. 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 \$3,073,407 during the year ended 30 June 2013. The net decrease was on account of the recorded deficit as noted above.

The Assembly of Baptist Churches SA Incorporated approved the recommendations of the Association 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 the Association successfully disposed of its residential aged care facilities at Morphett Vale comprising the Aldis Nursing Home and Allan Tinsley Hostel.

During the year ended 30 June 2013, the Association disposed of the Playford Village Complex at Davoren Park, South Australia. The contract for sale was entered into on 31 January 2013. Settlement took place soon after 30 June 2013 with relevant bank funds received by the Association on 2 July 2013.

The Association has appropriately recorded the completion of its sale of aged care operations in the year ended 30 June 2013. The Association recorded an amount receivable of \$12,500,540 in respect to the sale of Playford Village Complex as at 30 June 2013. This amount comprises the contract for sale of \$14.5 million less contracted adjustments including employee entitlements and resident bonds together with selling costs.

Baptist Care (SA) Incorporated resolved to create the Baptist Care (SA) Foundation Reserve of \$12.0 million as at 30 June 2013 to signal its intention of transferring that amount to Baptist Care (SA) Foundation shortly after the end of the financial year. This transfer was made accordingly in July 2013 and will be disclosed in the financial accounts for the year ending 30 June 2014. The Association has since resolved to transfer an additional amount of \$2.5 million to Baptist Care (SA) Foundation which will also be disclosed in the financial accounts for the year ending 30 June 2014. The Foundation exists to serve Baptist Care (SA) Incorporated through the provision of future income streams and the protection and prudent investment of capital.

### Statement of Cash Flows

The statement of cash flows demonstrates the significant inflows and outflows of cash arising from operational, investing and financing activities. The net cash position during the year has decreased from \$9.7 million to \$8.3 million as at 30 June 2013.

**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.

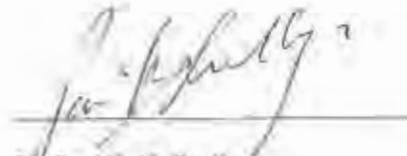
The Board of Governors of Baptist Care (SA) Incorporated declares that the concise financial statements of Baptist Care (SA) Incorporated for the financial year ended 30 June 2013, as set out on pages 2 and 5 to 11:

1. complies with Accounting Standard AASB 1039: Concise Financial Reports; and
2. is an extract from the full financial statements for the year ended 30 June 2013 and has been derived from and is consistent with the full financial statements of Baptist Care (SA) Incorporated.

Signed in accordance with a resolution of the Members of the Board of Governors made on the 30<sup>th</sup> day of September 2013 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 statements**

We have audited the accompanying concise financial statements of Baptist Care (SA) Incorporated which comprise the statement of financial position as at 30 June 2013, 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 statements of Baptist Care (SA) Incorporated for the year ended 30 June 2013, as well as the discussion and analysis. The concise financial statements do not contain all the disclosures required by Australian Accounting Standards and accordingly, reading the concise financial statements is not a substitute for reading the audited financial statements.

*Board of Governors' responsibility for the concise financial statements*

The Board of Governors are responsible for the preparation of the concise financial statements 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 statements.

*Auditor's responsibility*

Our responsibility is to express an opinion on the concise financial statements 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 statements of Baptist Care (SA) Incorporated for the year ended 30 June 2013. We expressed an unmodified audit opinion on the financial statements in our report dated 30<sup>th</sup> September 2013. 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 statements for the year are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial statements, 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 statements 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 statements are derived from and is consistent with the financial statements 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 statements for the year. These procedures have been undertaken to form an opinion on whether, in all material respects, the concise financial statements comply 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.

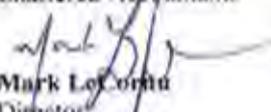
***Audit Opinion***

In our opinion:

The financial statements 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 2013 and of its performance for the year ended on that date; and
- ii. complying with Australian Accounting

**MRL GROUP PTY LTD**  
Chartered Accountants

  
**Mark LeCorntu**  
Director  
Registered Company Auditor

30<sup>th</sup> September 2013

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

**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
	\$	\$
<b>INCOME</b>		
Revenue	35,503,546	30,946,367
 <b>EXPENSE</b>		
Employee benefit expenses	(25,691,539)	(20,082,277)
Depreciation and amortisation expense	(1,450,032)	(1,294,786)
Borrowing cost expense	(21,241)	(19,346)
Other expenses from ordinary activities	(6,036,246)	(7,425,377)
	<hr/>	<hr/>
<b>Surplus prior to sale of residential age care assets</b>	<b>2,304,488</b>	<b>2,124,581</b>
 <b>Sale of residential aged care assets</b>		
Loss on sale of Playford Village	5,377,895	0
	<hr/>	<hr/>
<b>(Deficit) Surplus for the year</b>	<b>(3,073,407)</b>	<b>2,124,581</b>
Transfer to Emergency Appeal Reserve	(17,277)	0
Transfer to Baptist Care (SA) Foundation Reserve	(12,000,000)	
	<hr/>	<hr/>
<b>Total comprehensive (Deficit) Surplus for the year</b>	<b>(15,090,684)</b>	<b>2,124,581</b>
	<hr/> <hr/>	<hr/> <hr/>

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

**STATEMENT OF FINANCIAL POSITION**  
**AS AT THE 30 JUNE 2013**

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	8,292,446	9,693,613
Trade and other receivables	16,892,126	2,617,814
Other	53,928	148,340
	<hr/>	<hr/>
<b>TOTAL CURRENT ASSETS</b>	<b>25,238,500</b>	<b>12,459,767</b>
	<hr/>	<hr/>
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	12,177,802	31,712,872
	<hr/>	<hr/>
<b>TOTAL NON CURRENT ASSETS</b>	<b>12,177,802</b>	<b>31,712,872</b>
	<hr/>	<hr/>
<b>TOTAL ASSETS</b>	<b><u>37,416,302</u></b>	<b><u>44,172,639</u></b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	2,091,998	4,495,203
Borrowings	143,921	436,595
Provisions	735,304	1,004,938
Other	2,086,630	2,571,574
	<hr/>	<hr/>
<b>TOTAL CURRENT LIABILITIES</b>	<b>5,057,853</b>	<b>8,508,310</b>
	<hr/>	<hr/>
<b>NON CURRENT LIABILITIES</b>		
Borrowings	38,916	271,389
	<hr/>	<hr/>
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>38,916</b>	<b>271,389</b>
	<hr/>	<hr/>
<b>TOTAL LIABILITIES</b>	<b><u>5,096,769</u></b>	<b><u>8,779,699</u></b>
<b>NET ASSETS</b>	<b><u>32,319,533</u></b>	<b><u>35,392,940</u></b>
<b>EQUITY</b>		
Retained surpluses	19,255,754	34,346,438
Reserves	13,063,779	1,046,502
	<hr/>	<hr/>
<b>TOTAL EQUITY</b>	<b><u>32,319,533</u></b>	<b><u>35,392,940</u></b>

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 2013

	Retained Surpluses \$	Asset Revaluation Reserve \$	St Lukes Distribution Reserve \$	Emergency Appeal Reserve \$	Baptist Care (SA) Foundation Reserve \$	Total \$
Balance as at 30 June 2011	32,221,857	833,339	213,163	0	0	33,268,359
Surplus	2,124,581	0	0	0	0	2,124,581
Transfer to Reserves	0	0	0	0	0	0
Transfer to Retained Surpluses	0	0	0	0	0	0
Impairment (decrement)	0	0	0	0	0	0
Balance as at 30 June 2012	34,346,438	833,339	213,163	0	0	35,392,940
Surplus	(3,073,407)	0	0	0	0	(3,073,407)
Transfer to Reserves	(12,017,277)	0	0	17,277	12,000,000	0
Transfer to Retained Surpluses	0	0	0	0	0	0
Impairment (decrement)	0	0	0	0	0	0
Balance as at 30 June 2013	19,255,754	833,339	213,163	17,277	12,000,000	32,319,533

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 2013**

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>
<b>Cash Flows from operating activities</b>		
Receipts from government, customers and supporters	36,251,515	31,351,300
Payments to suppliers and employees	(34,947,098)	(30,228,662)
Interest	479,857	691,851
Resident loans received	0	346,925
Repayment of resident loans	(869,670)	(54,548)
	<hr/>	<hr/>
Net cash inflow from operating activities	914,604	2,106,866
	<hr/>	<hr/>
<b>Cash Flows from investing activities</b>		
Proceeds from sale of property, plant and equipment	177,245	151,203
Purchase of property, plant and equipment	(1,967,869)	(5,126,729)
(Decrease) increase in resident deposits	(179,669)	51,304
	<hr/>	<hr/>
Net cash (used) in investing activities	(1,970,293)	(4,924,222)
	<hr/>	<hr/>
<b>Cash Flows from financing activities</b>		
Repayment of borrowing	(345,478)	(12,835)
	<hr/>	<hr/>
Net cash (used) in financing activities	(345,478)	(12,835)
	<hr/>	<hr/>
Net (decrease) increase in cash held	(1,401,167)	(2,830,191)
Cash at beginning of year	9,693,613	12,523,804
	<hr/>	<hr/>
<b>Cash at end of year</b>	<b><u>8,292,446</u></b>	<b><u>9,693,613</u></b>

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 2013**

The financial statements cover 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 statements are an extract of the full financial statements for the year ended 30 June 2013. The concise financial statements have 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 statements are derived from, and are consistent with the full financial statements. The concise financial statements 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 statements. A copy of the full financial statements and Auditor's report will be issued free of charge upon request.

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

The financial statements have been prepared on an accruals basis and are 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 2013**

**NOTE 2  
SEGMENT REPORTING**

	AGED CARE		COMMUNITY SERVICES		ORGANISATION TOTAL	
	2013	2012	2013	2012	2013	2012
	\$	\$	\$	\$	\$	\$
<b>REVENUE</b>						
Australian Government subsidies	8,147,605	7,097,053	0	0	8,147,605	7,097,053
Fees and rents	1,919,384	1,686,985	2,312,841	2,153,265	4,232,225	3,840,250
Fundraising, bequests and donations (Note 1d)	737	555,201	216,633	738,655	217,370	1,293,856
Grants	0	0	21,815,813	17,454,352	21,815,813	17,454,352
Interest	309,854	292,713	170,003	399,138	479,857	691,851
Meals and catering receipts	0	0	407,255	399,041	407,255	399,041
Retained loans and repayment surpluses	24,880	45,019	0	0	24,880	45,019
Sundry income	71,347	15,583	107,194	109,362	178,541	124,945
<b>Total revenue</b>	<b>10,473,807</b>	<b>9,692,554</b>	<b>25,029,739</b>	<b>21,253,813</b>	<b>35,503,546</b>	<b>30,946,367</b>
<b>EXPENDITURE</b>						
Accreditation Audit	1,114	15,697	0	0	1,114	15,697
Administration	281,848	298,053	917,967	996,644	1,199,815	1,294,697
Client support services	0	0	629,768	1,161,478	629,768	1,161,478
Community development	0	0	72,597	55,171	72,597	55,171
Contract and consulting	0	0	872,892	905,709	872,892	905,709
Depreciation	667,389	665,457	782,280	629,329	1,449,669	1,294,786
Domestic expenses	183,979	162,987	79,886	76,749	263,865	239,736
Food supplies	296,277	294,569	365,068	390,183	661,345	684,752
Fuel, light and power	242,287	175,647	229,137	203,302	471,424	378,949
Interest	18,208	3,212	3,033	16,134	21,241	19,346
Medical and therapy supplies	179,268	152,009	0	0	179,268	152,009
Motor vehicle expenses	5,193	24,517	506,393	472,958	511,586	497,475
Rent	0	0	550,176	979,689	550,176	979,689
Repairs and maintenance	94,192	77,400	328,398	314,099	422,590	391,499
Salaries, wages and related costs	7,672,253	6,315,110	18,019,285	13,767,167	25,691,538	20,082,277
Sundry expenses	899	0	198,233	164,127	199,132	164,127
Loss on disposal of Playford Village	5,377,895	0	0	0	5,377,895	0
Donation paid to Baptist Care (SA) Foundation (Note 1e)	0	276,234	1,038	228,155	1,038	504,389
<b>Total expenditure</b>	<b>15,020,802</b>	<b>8,460,892</b>	<b>23,556,151</b>	<b>20,360,894</b>	<b>38,576,953</b>	<b>28,821,786</b>
<b>SEGMENT RESULT</b>	<b>(4,546,995)</b>	<b>1,231,662</b>	<b>1,473,588</b>	<b>892,919</b>	<b>(3,073,407)</b>	<b>2,124,581</b>



# Acknowledgments

During 2012-2013, Baptist Care gratefully received funding or other support from the following:

## Australian Government

Attorney General's Department  
Department of Education Employment and Workplace Relations  
Department of Families, Housing, Community Services and Indigenous Affairs  
Department of Health and Ageing  
Department of Industry, Innovation, Science, Research and Tertiary Education  
Department of Immigration and Citizenship  
Department of Regional Australia, Local Government, Arts and Sport

## State Government

Adelaide and Mount Lofty Ranges Natural Resources Management Board  
Attorney General's Department  
Arts SA  
SA Health  
Department for Communities and Social Inclusion  
Department for Education and Child Development  
Department of Further Education, Employment, Science and Technology

## Local Government

Adelaide City Council

## Non-Government

Australian Red Cross  
Morialta Trust  
Telstra Foundation  
Trees for Life

## Many Loyal Donors and Volunteers

# What You Can Do To Support Our Work



- DONATE to the work of Baptist Care by contacting the Communication Officer on 8273 7100, via email at [enquiries@baptistcaresa.org.au](mailto:enquiries@baptistcaresa.org.au) or via the website
- VOLUNTEER at WestCare Centre in the city or with our Refugee Services programme. If you're interested in volunteering please contact the Communication Officer (details listed above)

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*Serving To Transform Lives*



## **Baptist Care**

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