

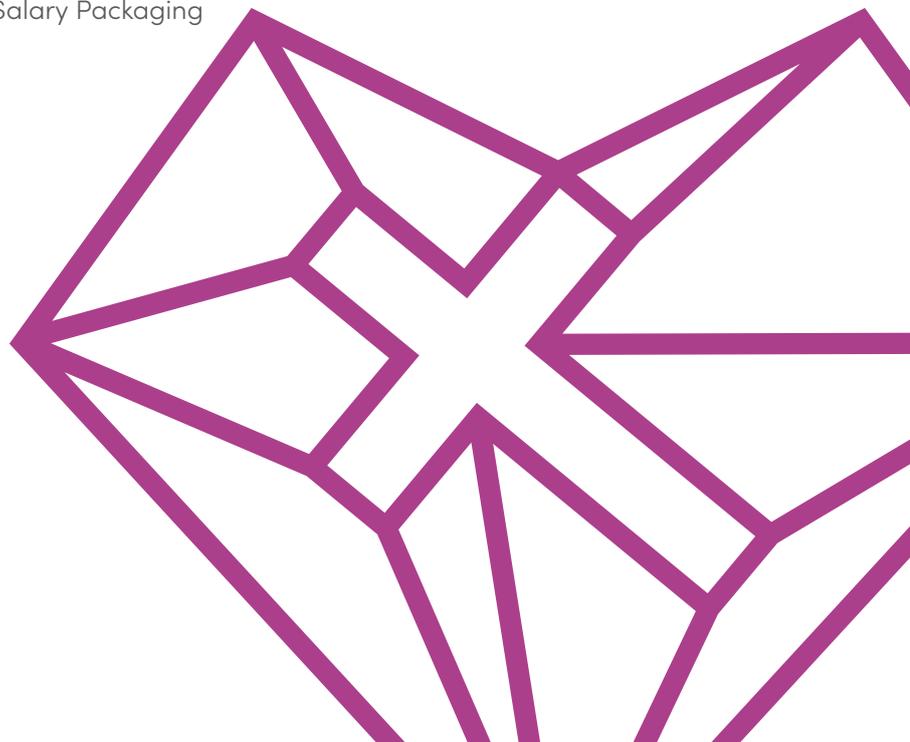


What's Happening.

February 2021

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Planning the Pathway into 2021



As I glance into the rear vision mirror and reflect upon 2020, I am grateful for the enduring dedication that you, our valued staff, volunteers and students on placement have demonstrated.

Your loyalty to your team and ongoing commitment to working together, has enabled Baptist Care SA to sustain quality service delivery under intense pressure. I extend particular thanks to everyone who provided client services during the Christmas season.

You are all genuine champions of community... Thank you!

As we head into another year that will undoubtedly be packed with a liberal blend of both opportunities and challenges, I am inspired by the wise and faithful words of William Carey:

“Expect great things from God... Attempt great things for God”

With this in mind, the Executive Leadership Team recently meet and **celebrated ‘Great things from God’**. We reflected that during 2020, by working with and on behalf of the Baptist churches of our great state, we:

- **Witnessed** the courage, endurance and resilience of many vulnerable people
- **Appreciated** the dedication, skills and resilience of our leaders, managers and staff
- **Reaffirmed** the valued contribution of our volunteers (whom we are now able to re-mobilise)

- **Affirmed** the value-building benefits of inter-agency collaboration
- **Gratefully applauded** the generosity of our donors and supporters whose faithful contributions continued to underpin our missional efforts to shed light into the darkness of poverty and loneliness.

Now as we step into 2021, we will work together to **pursue ‘Great things for God’**. We look forward to seeing **our Lord’s hand of grace and healing at work amongst us** as we continue to work alongside all our supporters and collaborating partners.

As we step forward boldly, we pray that:

- SA’s most vulnerable children and young people will learn to trust again and develop hope for a future in which they have opportunities to thrive
- Parents who are struggling under layers of adversity will experience life-giving encouragement and practical support that enables them to cherish and nurture their children
- People who are living with disabilities, those without a place to call home, those struggling with loneliness, mental illness and unhealthy dependencies will engage with positive people and skilled services that can assist them to take

steps toward improved health, well-being and stability.

We note that a number of key State Government Departments are moving through substantial service reviews and re-commissioning processes during this pre-election year. This is likely to lead to significant changes in a number of our Adventure, Community, Care and Family Pathways service portfolios. I know that this can be very unsettling for staff and ask for your patience as we discern the way forward.

Our Executive Leadership Team is committed to keeping staff informed. We trust that our ongoing implementation of our Strategic Horizons Plan will enable us to continue our transformational work with vulnerable people.

Finally, I advise that we are in discussion with SA Health and other State Government agencies about how our staff and vulnerable clients will be able to access COVID vaccinations. Our COVID-19 Emergency Response Management Working Group will keep you updated as more information becomes available.

I hope and pray 2021 will yield blessings in various ways for each of you.

Graham Brown
Chief Executive Officer

Christmas Appeal 2020 - Update

Thank you to everyone who supported this year's Christmas Appeal and helped make it a success.

From gifts for children and food parcels, to take away Christmas meals, **we raised over \$30,000** touching the lives of more than **500 struggling South Australians** – an amazing result!

WestCare Toy Appeal

After a year of immense challenge and change, over 240 children enjoyed an extra special experience this Christmas.

Parents from families experiencing homelessness, financial hardships and culturally-diverse backgrounds came to the WestCare Centre from 8 to 10 December to choose gifts for their children.

Our meeting rooms were transformed into Santa's treasure trove filled with toys and gifts – all made possible by the generosity of our donors.

Christmas Lunch

For people facing homelessness, the significance of a hot meal and a friendly face during Christmas means a lot.

This year, we couldn't gather around the table for a seated lunch but over 175 guests enjoyed a takeaway meal of home-cooked chicken, turkey (with all the trimmings) and Christmas pudding with custard.

Andrew*, a WestCare client, said: **"Coming to WestCare for Christmas lunch is a special thing for me. I feel like part of the community here and knowing they care for us makes all the difference"**.

A huge thank you to our students on placement and the WestCare team for organising this special event.

Toys for clients in Care and Disability Pathways

Our amazing staff contribution helped us bring joy to over 130 Care Pathways clients and 43 WestCare children. Significantly, many staff gave several times to ensure everyone received a gift.

Baptist Care SA's Limestone Coast Toy Run

After a year filled with uncertainty and challenges, hundreds of children and young people across regional South Australia received an extra special gift at Christmas through Baptist Care SA's Limestone Coast Toy Run.

The community rallied together to raise close to \$10,000 for families in need throughout the region.

In total, 352 children and young people received gifts which were distributed through 12 schools and community organisations across the Limestone Coast region.

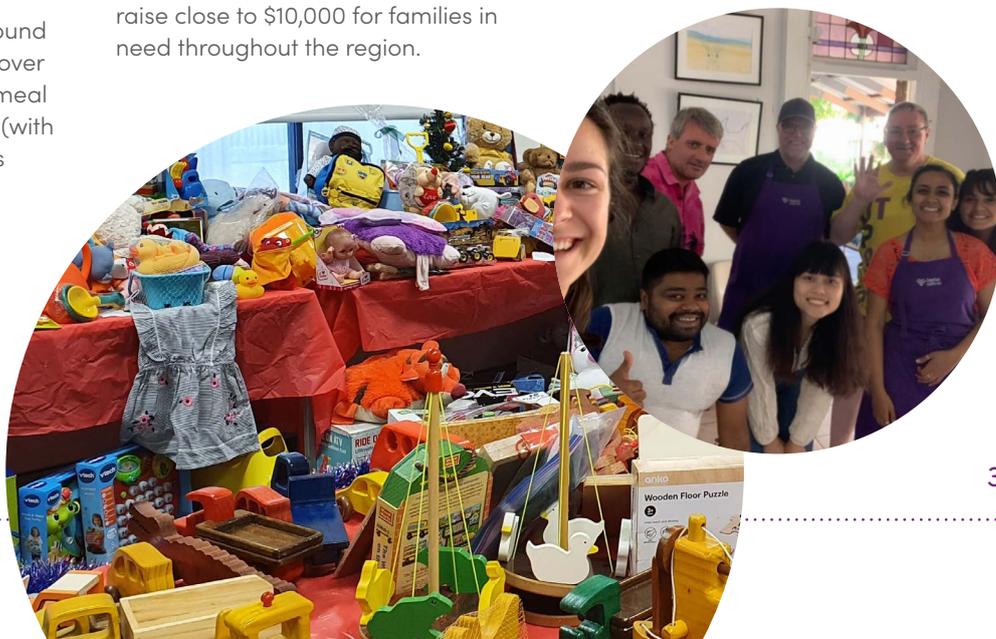
Thank you to the businesses, community groups, clubs and individuals who helped us deliver Christmas cheer to children and families in need.

LIFE FM's 'December to Remember'

Huge thanks to the wonderful LIFE FM Roadies team who provided more than 160 'present bundles' filled with essentials including a water bottle, dental kit and some Christmas goodies.

These gifts were distributed to the guests who came to our WestCare Centre on Christmas Day for lunch.

After such a challenging year, your support is appreciated more than ever. **Thank you!**



Successful Introduction of Placement and Support Packages (PaSP)

Baptist Care SA's Care Pathways services have seen dramatic changes over the past six months as a result of reforms in child protection that were instigated by the Child Protection System Royal Commission.

The team has worked hard to transform and enhance the care we provide to children and young people under guardianship in response to the recommendations of 'The Life They Deserve' Report.

Part of these changes involved the cessation of Short Term Care and the introduction of Placement and Support Packages (PaSP).

All of the young people in our PaSP are traumatised and have very high needs, many have disabilities. The new model focuses on stabilising children and young people in crisis; providing them with a therapeutic environment where they feel safe, secure and comfortable as they prepare to transition to their long term home.

As a PaSP panel member, we now receive more information about each individual child and are able to assess whether we have capacity to meet these needs before applying for their care.

Another important distinction is that going forward rather than utilising rental properties, we intend to purchase our PaSP homes; allowing us to be more responsive to the needs of our young people. For example, we can now decorate, hang artwork, dig vegetable gardens and purchase specialised equipment quickly and efficiently.

The new model has also shifted towards a part-time, rather than casual, workforce; helping to provide a more secure and therapeutic home environment, and a sense of stability, for the young people in our care, as well as our staff. Each home has a House Lead who is solely focused on the care and wellbeing of those in their house.

The changes have meant transitioning our young people from STC into PaSP as seamlessly as possible, which has been a significant undertaking. We currently have 12 children and young people aged 2-14 years old, settled in five PaSP houses across the Northern and Southern Adelaide suburbs.

While the changes are exciting and positive, it has taken an enormous collective effort across the organisation to bring us to where we are today.

We would like to thank everyone involved in this transformational project for your patience, hard work and commitment over so many months.

In Case You Missed It: Lunch 'n Learn - Aboriginal Cultural Practice

The Lunch 'n Learn session held on 14 January focused on Cultural Practice relating to Aboriginal and Torres Strait Islander clients across service streams.

If you missed out, don't worry!

You can now access the full recording via <https://bit.ly/39AFIs1> (Passcode: 7HRxL%V@)

Please feel free to share this with colleagues.

If you want to know more about the Lunch 'n Learn series, please contact **Rachel Kemish, Manager – Practice Excellence**.

Child Wise Accreditation is here!

As many of you are aware, Baptist Care SA has started the process of re-accreditation against the Child Wise Standards. This is an accreditation we have held since 2016, based on the 10 National Principles for Child Safe Organisations, as recommended by the Child Protection Royal Commission.

The process started with a briefing by Child Wise to our Integrated Leadership Team (ILT) in late 2020, and continues now with interviews including our Board, Executive and Management and a self-assessment process to be completed by the Quality & Risk team.

Staff and clients will also be involved in late February and March with a series of consultation sessions across the organisation. If you or your service have been selected, you will receive further information in due course. In addition, all staff and clients will be invited to participate in a voluntary online survey.

The accreditation process also involves site visits, provision of evidence and review of our policies and training. Staff involved will be advised with enough lead time to prepare.



"All Baptist Care SA employees, volunteers and contractors are responsible for the care, safety and wellbeing of children and vulnerable young people in our care. We are all required to ensure we maintain professional transparency and accountability for our own behaviours and demonstrate awareness of and adherence to Baptist Care SA's Child Protection policies and procedures, as well as to Australian Child Protection laws. We will actively seek to identify and prevent risks to children and young people by encouraging client feedback and responding as an upmost priority to any suspicions or reports of child abuse (physical, emotional or sexual), neglect, harm, exploitation or grooming. Through our values of integrity, compassion, empowerment and innovation, together we will ensure a safe environment for children and young people in our care in order for them to achieve their full potential."

Statement of Commitment – Baptist Care SA's Child Protection Policy

Pablo Rengifo

Manager, Quality & Risk



Our new online learning platform is now live!

Baptist Care SA's exciting new online learning platform – **Community Learning Hub** – is here!

With a range of free and paid courses, our Community Learning Hub will connect users to on-demand courses for personalized learning.

baptistcaresa.org.au/courses



Introducing our new Disability Pathways Service Delivery Model

As a registered NDIS provider, Baptist Care SA has developed a clear and simple Service Delivery Model.

Based on NDIS Practice Standards and Rules, it empowers you, our staff and partners, to deliver the best possible standards of supports and safety.

The Model has three objectives:

- ensure we meet NDIS Practice and Rules Standards
- support a genuine client-centred approach
- ensure staff know how to best deliver supports of a high standard, safely.

Outcomes include:

- client-centred practice, where a person's fundamental human rights are upheld
- a quality client experience
- the safeguarding of vulnerable people
- adaptive and flexible client supports
- continuous quality improvement
- clarity in roles and expectations across staff levels
- increased staff support and improved performance
- quality practice where outcomes can be achieved and measured.



We expect training for our Disability Pathways staff to commence in March 2021.

Our Service Delivery Model gives staff the opportunity to improve their practice and feel valued, supported and proud of the difference they make in people's lives.

As we continue on this journey together, we encourage you to think about what quality practice means to you and how you can contribute to achieving this in your role.

Update on the Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) completed 3 Public Hearings in November and December 2020, releasing 3 Issues Papers and 2 reports.

The 3 Public Hearings included

- 'The Experiences of First Nations People with Disability and their Families in Contact with Child Protection Systems'
- 'Pathways and Barriers to Open Employment for People with Disability'
- 'Education and Training of Health Professionals in Relation to People with Cognitive Disability'.

Further information on these can be found at <https://disability.royalcommission.gov.au/public-hearings/our-public-hearings>.

The 3 Reports included

- Report on the key elements of the legislative framework affecting people with disability – details at <https://disability.royalcommission.gov.au/publications/report-key-elements-legislative-framework-affecting-people-disability>.
- Report Public Hearing 5: Experiences of people with disability during the ongoing COVID-19 pandemic – details at <https://disability.royalcommission.gov.au/publications/report-public-hearing-5-experiences-people-disability-during-ongoing-covid-19-pandemic>.
- Report Criminal Justice Issues Paper Overview of Responses – details at <https://disability.royalcommission.gov.au/publications/criminal-justice-system>.

The 3 Issues Papers released include 'Promoting Inclusion', 'Violence and Abuse of People with Disability at Home' and 'Safeguards and Quality':

- Safeguards and Quality – details at <https://disability.royalcommission.gov.au/publications/safeguards-and-quality>.
- Violence and abuse of people with disability at home – details at <https://disability.royalcommission.gov.au/publications/violence-and-abuse-people-disability-home>.
- Promoting Inclusion – details at <https://disability.royalcommission.gov.au/publications/promoting-inclusion>.

All issues papers are open for all members of our community to respond to, not just organisations.

If you want to complete a response to one of these issues papers and would like support to do so, please contact Chelsea Arnold on **8273 7100** or chodge@baptistcaresa.org.au.

Alternatively, if you would like to access the many supports available head to the DRC website: <https://disability.royalcommission.gov.au>.

The importance of 360 Degree Self Care in this time of COVID-19

Many of you will be familiar with Baptist Care SA's 360° model of self-care, but as our journey with COVID-19 tips into another year, it seems appropriate to revisit it again.

We know from the work of Bessell van der Kolk, Laura Lipsky and others, that none of us are immune to the effects of the ongoing trauma exposure that comes both vicariously through our client's stories and directly as we deal with client behaviour. Further, they tell us that trauma has a way of finding the chinks in our armour. This is why a 360° approach to self-care is so essential.

This image shows the four domains of self-care.



It is common for our focus to sit in just one of these four domains... for us to put all our self-care eggs in one basket, so to speak. For example, to use sport as our primary, and sometimes only, means of self-care. For others, our Spiritual resources may be the primary basis of our self-care, and so on. In fact, thoughts like "As long as I have my family and friends, I'm OK" are often used to excuse our singular focus. However, the truth is that we need to be building our resilience across all four self-care domains.

Of course, pursuing one domain may address other domains. For example, sport may also be an important source of relational connection. The key here is to be intentional. To ask yourself regularly "What am I doing to address each domain?" and not just rely on the casual spillover from your primary focus domain.

The reason why this is so important in a time of COVID-19 is because not only does the risk, change and uncertainty COVID-19 brings to our world pose its own direct challenge to our resilience, it also hinders our ability to replenish resilience at the very time we need it the most. As restrictions come and go we can easily lose one or more of the activities that comprise our self-care regime. It can be all too easy to not replace these lost activities and so our 360° self-care is slowly eroded and with it our resilience.

So, as we collectively learn to live in this new world, my prayer is that we will all learn to be flexible and adapt our 360° self-care every time COVID-19 impacts our lives.

Ian Warner
Staff Chaplain



Back row, L to R: Graham Brown, Jack Snelling, Kerryn Lyall, Graeme Mulligan
Front row, L to R: Barbara Paton, Jen Duggin, Rebecca Carter, Mick Udopol

Rebecca ‘repurposes’ her life!

Last month we said farewell to long term employee Rebecca Carter after an impressive 17.5 years working at Baptist Care SA.

Rebecca will now be able to spend more time with her grandchildren and family. We wish her every happiness and thank her for her faithful service.

Fast-track entry to Tumbelin Farm

Did you know, any client referral to Tumbelin Farm from other Baptist Care SA programs receives a fast track to entry?

That means internal Baptist Care SA clients can jump the queue and be assessed ahead of external clients. This is all part of our contribution to help create transition pathways for our client base across the organisation.

The application process is really simple:

- Step 1 - Complete **the application package** with your client
- Step 2 - Send it to the Tumbelin Farm team
- Step 3 - Have an assessment with Farm staff
- Step 4 - If deemed suitable, you’ll be placed at the top of the queue for when a vacancy becomes available.

We have availability now, so if you have a young man, aged between 16-21 who wants to win their drug or alcohol battle, please call Team Leader **Travis Doecke** on **0455 345427** for a chat.

Together, we can transition our young clients to a future that is ‘awake and alive’.

Hazard Identification – take the challenge and win a \$30 Gift Card!



Identifying a Hazard

A hazard is something or a situation that can cause harm, e.g., dangerous chemicals, working up a ladder, noise, a bully at work, stress, etc.

Identifying hazards is an important part of making a workplace and/or a placement safe. There are several ways to do this. One way is to use a list of hazard groups. However, there is no standard checklist of hazards. So, organisations use the ones they find useful and are more related to their work environment. The list below is useful for this purpose.

Based on this list, hazards are categorised into 10 common groups, but in reality situations and hazards are far more numerous and will extend beyond these.

Simple list of Hazard Groups:

1. Electricity
2. Chemicals
3. Noise
4. Gravity
5. Biological
6. Radiation
7. Manual tasks
8. Temperatures
9. Machinery and equipment
10. Psychosocial

The Quiz

Your challenge is to categorise the hazards below based on the ten groups mentioned above.

Poor posture, old wiring, faulty food chopper, frequent lifting, blood, X-ray, insect bite, fumes, loudspeaker, wet staircase.

You need to answer at least 7 out of 10 items correctly to enter into the potential winner's list.

The winner will be chosen at random and they will receive a \$30 voucher of their choice – Teens, Priceline Pharmacy, Event Cinemas, or Cotton on.

Please send your responses to the Risk Management Coordinator via pfouladi@baptistcaresa.org.au by **Friday 26 February**.

The winner will be announced via email by 2 March and their name will be also published in the next newsletter.

Your time starts now!

Parham Fouladi
Risk Management Coordinator

Adventure Plus! Holiday Program back in April

We are excited to announce Mylor Adventure Camp's 'Adventure Plus! Holiday Program' will be back from 19 to 23 April 2021. We have a bunch of new ideas and activities for our next program so make sure you book early!

Booking information and link will be published over the coming weeks.

Please forward this message on to friends and colleagues who may be interested in attending.

Follow the [Mylor Adventure Camp Facebook page](#) to stay updated on all of our upcoming events and promotions.

Have you been using your Drakes Community Dollars Key Tag?

If you have, you are part of the \$63 gift card we collected from the Drakes Wayville store last week.

Thank you!

The community dollars program was established as a way for Drakes to regularly give back to local community groups like Baptist Care SA.

For every \$2 spent at a participating Drakes store in SA, 1c will be credited to your selected organisation – in this case Baptist Care SA.

With 42 Drakes stores in SA, there are many opportunities for you to help us in this way (there's even one on Kangaroo Island!).

Please speak to Anthea Mur, Fundraising Assistant or email fundraising@baptistcaresa.org.au to receive your key tag or 5!

Please share with family and friends.

Revitalising our Volunteering



Volunteers are an essential part of Baptist Care SA.

They play a vital role in the delivery of services to those doing it tough in our community.

Our current and regular volunteers have been very patient during the COVID-19 emergency and it's wonderful to be able to start welcoming them back now.

Please spread the word and encourage anyone interested to go to <https://baptistcaresa.org.au/get-involved/volunteer>.

Protocol for New Staff or Staff Returning from Leave

The safety of staff, volunteers, clients, visitors, and their families is a top priority for Baptist Care SA.

This protocol is intended to assist managers and other people leaders with the challenges related to people returning from international and interstate travel, including those returning from COVID-19 hot spots areas.

Please circulate **this protocol** to all staff as they return from leave or discuss it with new staff.



Salary packaging: how to prepare for FBT

It's that time of year again: the end of the Fringe Benefits Tax (FBT) period is almost here!

The Australian Taxation Office requires you to have a zero (\$0) balance on your CBB salary packaging card and account, and your meal entertainment and holiday accommodation card before 31 March 2021.

If you have funds remaining after 31 March, they will be carried over and may reduce the amount you can salary package in the new FBT year.

It's a good idea to start preparing now for the end of FBT. Don't worry, we've got some handy tips to help you avoid the last-minute rush!

With your Salary Packaging Card and Account...

- Prepare for upcoming birthdays by grabbing some gift cards from their favourite retailers.
- Pay for your food shopping – you could even purchase some gift cards from your supermarket for future food shops.
- Start or pay off a lay-by, or take care of some bills online.

With your Meal Entertainment and Holiday Accommodation Card...

- Take your friends, family, or partner out for dinner
- Lock in your next holiday or road trip by paying off accommodation bookings.
- Purchase food and beverages for special occasions: including birthdays, engagements, weddings, or anniversaries.

If you are unsure about the current balance of your accounts, it's easy to check. Simply log in at online. beyondbank.com.au, use the Beyond Bank app, or call **13 14 02**.

While CBB cannot advise on your card balance, we are happy to help with any other salary packaging queries. Call **1300 763 505** or email customercare@cbb.com.au.

Please note: if your salary packaging funds are only used towards regular payments such as your credit card, personal loan, mortgage or rent, you should have a \$0 balance at the end of FBT.



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