



# What's Happening.

March 2021

## In this issue:

- Update from Graham Brown, CEO
- National Apology Anniversary
- Tumbelin Farm wins Funding Grant
- Adventure Plus! Holiday Program
- Exploring Hope this Easter
- New FLO Eastern site
- Food4Futures Easter Hamper
- Care Pathways Reform Update
- Hazard Identification Quiz Winner
- Disability Royal Commission
- Autumn Appeal 2021
- CBB Salary Packaging



# Celebrating and Working Together



**Now that 2021 is well underway and we are on the recovery side of the 2020 COVID Crisis, I want to encourage each of you to take time with your colleagues to reflect upon all that you and your local staff team achieved together last year.**

I recently asked our Integrated Leadership Team to highlight some of the many achievements that shone brightly out of the unprecedented challenges that we all faced together during 2020... that infamous 'Annus Horribilis' year# that none of us will ever forget!

See the **Top 20 List of Achievements that were shared...** Wow!

**Well done team...THANK YOU for the many great and inspiring things that you all helped to make happen amid such challenging circumstances last year!**

Management Portfolios	Top 20 (COVID-19) Achievements to be Celebrated
Adventure Pathways	60-70 Anangu Women and Children were provided with safe accommodation and support for 3 months at Mylor Adventure Camp in our Aboriginal Hospitality and Healing program
Business Development	Prepared and submitted 22 tender/grant submissions and completed due diligence on nearly 90 contract variations/agreement.
Care Pathways	Advocated strongly for vulnerable children and young people whilst navigating our way through DCP's closure of Short Term Care, recommissioning of services and then securing new programs and created new teams
Chaplaincy	2020 was dominated by something so unexpected we didn't even have a category for it, but by working together our staff, volunteers and students on placement rose to meet the challenge
Church Support Team	We celebrate the resilience of our Church partners in Collaborative Community Projects and their flexibility and creativity during COVID-19
Community Pathways	Services to thousands of vulnerable people were maintained through the creativity of our staff despite KI fires & COVID-19: <ul style="list-style-type: none"> <li>• Development of Inspire KI</li> <li>• Partnership with Flinders University – mobilized a student workforce to maintain inner city services</li> <li>• Doors remain open at WestCare &amp; Inner City</li> <li>• Impressive support of FLO community</li> </ul>

Management Portfolios	Top 20 (COVID-19) Achievements to be Celebrated
Disability Pathways	Disability Pathways continued to grow whilst sustaining a focus upon continuing process improvement
Eyre & North Country SA	Continuity. The team remained fully client focused with a can-do approach, constantly looking for innovative ways to make it work
Family Pathways	Sustained and strengthened our team culture and efficiency whilst fostering cross-service portfolio collaboration
Finance	Sometimes words alone just don't do it justice... but whilst rapidly adapting to working from home, we made sure the numbers all stacked up, all staff were paid and all bills were paid without missing a beat!
Information Systems	Rapidly implemented systems and deployed hardware that enabled hundreds of staff to work from Home or other places.
Limestone Coast	Our dedicated staff said "the show must go on!" and then worked hard and flexibly to implement "Virtual Tumbelin", lead to Limestone Coast Toy Run, sustain homelike environments in Care Pathways, and strengthen our Partnerships.
Marketing & Communications	The team was excited and energized by the engagement with new clients stimulated by the Disability Pathways marketing campaign and ongoing activities
Fundraising	We were so humbled by the generous community response to the extreme need of our vulnerable client groups amid the COVID-19 emergency
Organisational Development	Really encouraged by staff response to the launch of our Staff Engagement Survey – 56% staff participation rate that revealed a very affirming Staff Engagement score of 68%
Practice Excellence	In spite of the challenging COVID Scenario, Baptist Care SA's Practice Framework was rolled out and has become part of everyday energized conversations across the whole organisation
Property & Fleet	Underpinned the safety of all staff and clients through responsive procurement and distribution of Personal Protective Equipment (PPE) and other essential items
Quality & Risk	Agile response to the corporate needs due to COVID-19 <ul style="list-style-type: none"> <li>• Licensed 19 Residential properties</li> <li>• Supported the Emergency Response Management Working Party by developing and dynamically maintaining a COVID-19 &amp; Risk Register</li> <li>• Provided critical supports for Business Continuity Planning</li> <li>• Vigilant oversight of our responsive Incident Management System</li> </ul>
Executive Team	Implementation of bold and robust Crisis Management Planning and establishment of a very diligent Emergency Response Management Working Party that maintained strong leadership and regularly communicated with staff
Board	Maintained vigilance in organisational governance and mobilize resources to enable innovative management and service responses

#### #Did you know?

- "Annus horribilis" is a Latin phrase, meaning "horrible year"
- The complementary term is "annus mirabilis" which means "wonderful year"

Whilst there will be many challenges ahead, I hope and pray that 2021 will be an annus mirabilis in which we can all enjoy some great times together.

So let's keep up the great work team... by working together, our efforts can be 'wonderfully' transformational!

**Graham Brown**  
CEO



Jayde Marsh, FLO Case Manager, NESPN Community Learning Centre with Frank Yamma, Pitjantjatjara man and celebrated Aboriginal songwriter.

## Thirteenth Anniversary of the National Apology

This year commemorates thirteen years since the National Apology, which formally apologized to Australia's Indigenous peoples, particularly to the Stolen Generations whose lives had been blighted by past government policies of forced child removal and Indigenous assimilation.

Baptist Care SA was privileged to sponsor and attend the 2021 Reconciliation SA Apology Breakfast on Friday 12 February. 40 Baptist Care SA staff, board members, clients and community partners came together at the annual event hosted by Reconciliation South Australia.

It was a morning of emotion and recognition of the Stolen Generation.

Jayde Marsh, FLO Case Manager, NESPN Community Learning Centre was one of our attendees. She shared the following:

"This morning I was extremely lucky to be invited to attend the Anniversary of the National Apology to the stolen generation annual breakfast. The feeling in the room was like no other - full of pain, remembering, togetherness and connection. I feel privileged to have sat in that room today and experience, learn and continue to gain more of an understanding.

Today I was lucky enough to capture a moment with Frank Yamma, a Pitjantjatjara man who is one of Australia's most significant aboriginal songwriters, and was able to listen to such extraordinary talent this morning. Thank you Reconciliation SA and the organisation I work for Baptist Care SA for this extraordinary experience. Something I will never forget!"

The National Apology remains a momentous turning point that demonstrates the importance of historical acceptance in paving the road to reconciliation.

Read the transcript of the Apology on <https://info.australia.gov.au/about-australia/our-country/our-people/apology-to-australias-indigenous-peoples>.

To learn more about this significant step in reconciliation visit <https://www.nma.gov.au/defining-moments/resources/national-apology>.

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# Tumbelin Farm wins funding grant for Revegetation project

Baptist Care SA has successfully obtained grant funding through the Hills and Fleurieu Board of Landscape SA to undertake a revegetation project at Tumbelin Farm.

Beginning in April, the Farm's residents, with support from volunteers, will begin fencing along both sides of the watercourse and dams to keep stock out of revegetation areas, which will subsequently be planted with 700 native seedlings during winter. The revegetation project will engage young people in the long-term task of creating habitat and corridors for wildlife, improving the water holding capacity of the soil, and increasing the property's biodiversity.

Work has also begun on the vegetable garden and orchard which will be planted with winter vegies in May. In time, our vision is that the Farm community will be able to grow close to all of its own fruit and vegetables, and even have some to spare which could be sold to the Mylor Adventure Camp and WestCare Centre kitchens.

In the last couple of months, the young men have installed two wooden decks for bush-camping on a rocky knoll that gives a stunning view across the lower dam. All of these activities form part of the "Farm Life" component of the Tumbelin Farm program, and provide young people with opportunities to get "hands-on", work together as a team, experience the benefits of challenging, physical work and the long-term outcomes that are achieved through taking small steps every day.

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# Adventure Plus! Holiday Program back this Easter school holidays!

**After a year of homeschooling, virtual classes and too much screen time, we are back to deliver an engaging Easter Holiday Program for your children.**

Baptist Care SA's 2021 Adventure Plus! Holiday Program is beyond a recreational experience. Tailor-made for children aged 7-15 years, our program focuses on personal development and helps children have purposeful outdoor experiences.

Activities include archery, bouldering, canoeing, flying fox/possum, ropes courses as well as a range of team-building games and initiatives.

Your child will leave each day enthused by new outdoor experiences giving them memories and lessons for a lifetime through an adventure-packed program aligned with Christian values and teachings.

**Dates:** 19 to 23 April 2021

**Location:** Mylor Adventure Camp

**Cost per child**

- One day – \$65
- 5-day pass – \$325

All Baptist Care SA staff will receive a 10% discount on all bookings. Promo Code: **BCSASTAFF**.

For more information and to book your spot visit

<https://baptistcaresa.org.au/adventure-plus-holiday-program>.



## This Easter, explore your source of hope

In the film 'Anchorman' there is a scene where Ron Burgundy is telling his news team about his newfound love for Veronica Cornerstone. He pauses as one of his team reflect on their experience of love. Then "Brick", the not so bright weatherman, feels he has to say something too. So he looks around the room and says "I love carpet" then "I love desk" and finally "I love lamp".

When Ron questions whether he really loves the lamp, Brick reaffirms with increased passion "I love Lamp. I love Lamp!" It's an incredibly funny scene, but it's also fundamentally sad. Brick's experience of love is nothing like the real thing. There so much he's missing out on, so much he fails to understand.

It seems to me that it's possible for our experience of Hope to be like Brick's experience of love. We look around the room for anything to which we can attach our hope to. Family and friends, our career, our sporting team and sadly, even money and possessions. Yet HOPE is so much bigger than that.

Real hope transforms us, challenges us to be our best selves. Hope gives meaning and purpose, even in the darkest moments, and shapes the way we see the world around us. Above all, HOPE allows us to see that change is possible. That I, the people around me, and the world in which we live, can change for the better.

As we approach Easter, I wonder if you have ever thought about Hope and how it relates to your work with Baptist Care SA? For me, in many ways, we act as agents of hope. For each and every client Hope is what we offer, the possibility of a better, happier, healthier and more meaningful reality.

In fact, Baptist Care SA is possibly best described as being in the hope business, and creating and empowering the substance of that hope is our primary output. Our distinctive difference is that we achieve this by working with South Australia's vulnerable and marginalized, providing programs that work with

clients to help them find a safe place, housing, better mental health or fullness of life.

Of course, it's not surprising that this is the case. As an organisation with strong ties not only to the Baptist Movement but also to the wider Christian community, it would be surprising if we weren't in the hope business. After all, Jesus is in the Hope business. Indeed that's what Easter is all about, creating and giving substance to the hope that we can be our best selves, connected to each other, the world in which we live, and ultimately our God.

This Easter, why not take the opportunity to explore that source of hope, and perhaps discover that like Brick's experience of love, your experience of hope has been missing something?

**Ian Warner**  
Staff Chaplain

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# Baptist Care SA's FLO Team opens new Eastern site at Wayville!

We're delighted that our new Flexible Learning Options (FLO) Eastern site has just launched at 134 Rose Terrace, Wayville. Young people in the Eastern Suburbs can now access a wide range of Youth, Education & Training Services.

Read more about how the FLO team has helped over 500 young people reconnect with education on <https://baptistcaresa.org.au/flexible-learning-options-reconnecting-500-young-people-with-their-education>.

For more information, please contact **8209 5040** or visit <https://baptistcaresa.org.au/flexible-learning-options>.

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# Celebrate with an Easter gift that gives back to the community

This Easter, celebrate with a Food4Futures hamper filled with handcrafted delicacies made right here in Adelaide.

Hamper includes:

- 1x Easter Egg Rocky Road
- 1x Lemon Myrtle Biscuits
- 1x Apple Chutney
- 1x Carrot & Cardamom Jam
- 2x Darrell Lea Easter Eggs
- 1x Fruit Balls
- 1x Food4Futures meal voucher

Each hamper sold helps support Food4Futures participants and gives struggling members of our community a better future.

Order your hamper on <http://www.food4futures.com.au/portfolio/items/easter-hamper>.



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# Care Pathways Reform Update

**It's been a while since we've provided you all with an update on the Care Pathways Reform. As you will remember, Child Protection services in South Australia are going through a significant reform, impacting numerous programs across our Care Pathways services.**

**Short Term Care (STC)** ceased to exist on 9 October 2020, with all children and young people moving out of this program under new models of support. Staff who were working in STC are now working in a variety of different Care Pathways programs, including Temporary Agency Services, Residential Services and Placement and Support Package Services.

**Placement and Support Packages (PaSP)** provide children entering care with immediate, individualized short-term residential care (90-day contracts) based on their unique needs. So far, Baptist Care SA has been successful in gaining five PaSP placements, allowing us to support 12 – 14 young people. Out of these five young people, one has moved on to a long term placement, 3 have had their placement extended for an additional 90 days and one is still in their initial 90-day contract.

**Disability Individual Residential Support Packages (DIRSP)** will commence on 1 April 2021, allowing Baptist Care SA to support high and complex individuals in an intensive, long term support model, tailored to their unique needs. Baptist Care SA is delighted to have gained 4 DIRSP placements to date. The DIRSP program is still looking for specialized staff, with Certificate IV in Disability Support, so if you are looking for a change, please get in touch with Lulu Cushway to discuss this further.

## **Supported Independent Living Services (SILS)**

The current contract is due to expire on 30 June 2021. Baptist Care SA has re-tendered for the new SILS contract, however, the Department of Child Protection is yet to announce the successful panel members. As soon as we hear more, we will update you.

We'd like to take this opportunity to thank the dedicated and committed SILS team, who have worked alongside many young South Australians to prepare them to live independently.

## **Unaccompanied Humanitarian Minors (UHM)**

Baptist Care SA was successful in gaining a new 5-year UHM contract, which commenced in October 2020, however, due to COVID-19 restrictions, no new young people have entered the program. We have recruited a new UHM Manager, Melanie Hall who commenced in January 2021. Melanie comes to the role with many years of experience and Social Work, Project management and Business qualifications. Melanie has worked for Anglicare, Salvation Army and Families SA before operating her own business. Melanie has hit the ground running, working hard to plan and implement the new UHM model, ready for when young people start to enter the program later this year.

## **Agency Child and Youth Worker Temporary Staff Workers**

These staff are Support Workers assigned to the care of children in-housed governed by the Department of Child Protection (DCP). Baptist Care SA supports, trains and supervizes these staff even though they are rostered to a DCP House. We currently have over 200 skilled casual Agency staff who provide a stable and consistent environment for children in 20 different placements.

## **Residential Care**

We continue to provide our Residential Care program. Residential Care is the provision of long term care in a home-like environment. Baptist Care SA govern, staff and fully support all aspects of eight houses, seven in Adelaide and one in Mt Gambier. These houses become home for young people living in groups of 3 – 4, supported by dedicated and skilled staff.

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# Announcing the winner of the Hazard Identification Challenge

The Quality & Risk Team's Hazard Identification Quiz was a great success! Thank you to everyone who participated.

The challenge was to categorize the hazards below based on the ten groups: Poor posture, old wiring, faulty food chopper, frequent lifting, blood, X-ray, insect bite, fumes, loudspeaker, wet staircase.

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

**More than 95% of the responses were correct!**

Correct answers:

- Poor Posture - Manual tasks
- Old Wiring - Electricity
- Faulty Food Chopper - Machinery & Equipment
- Frequent Lifting - Manual tasks
- Blood - Biological
- X-Ray - Radiation
- Insect Bites - Biological
- Fumes - Chemicals
- Loudspeaker - Noise
- Wet Staircase - Gravity

The winner was randomly selected and will received \$30 voucher of their choice:

**Congratulations to Nathan March from the Community Pathways team!**

Stay tuned for our next quiz. We hope to have even more participants!

**Parham Fouladi**  
**Risk Management Coordinator**

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# Update on the Disability Royal

The Royal Commission into Violence, Abuse, Neglect and Exploitation (VANE) of People with Disability (DRC) has started to focus on the experiences of people with disability, particularly people with a cognitive impairment.

Public Hearing 11, held from 16 – 25 February in Brisbane, looked at their interactions with the criminal justice system and the consequences. This hearing explored

- how and why people with cognitive disability cycle in and out of the criminal justice system
- how the criminal justice system can, and often does, criminalize disability
- the overrepresentation of First Nations people with cognitive impairment within the criminal justice system, and any differences in their experience
- the long term and indefinite incarceration of people with cognitive impairment under forensic custody orders
- the impact that appropriate diversion from the criminal justice system, and the provision of appropriate supports to people with disability, can have in reducing contact with the criminal justice system and in moving away from the criminalisation of disability.

The DRC also released their Third Progress Report Summary on 10 February 2021. This summarizes the work carried out from 1 July to 31 December 2020, highlighting their learnings, findings and further areas for exploration.

Full transcripts of all hearings (and summaries when released) are available on the DRC website, along with all three Progress Summary Reports – <https://disability.royalcommission.gov.au>.

For any further information, please contact Chelsea Arnold on **8273 7100** or [chodge@baptistcaresa.org.au](mailto:chodge@baptistcaresa.org.au).

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## Autumn Appeal 2021

In the wake of a community ravaged by COVID-19, 2021 brings further challenges for South Australians doing it tough.

It is distressing to see more families with children the WestCare Centre and several older individuals clearly needing medical and other practical support.

South Australia as a whole is moving forward as we learn to live with COVID-19, but for many, the situation is bleak as they face a future with significantly reduced income.

You can help by providing dignity and basic necessities.

To make your gift visit

<https://baptistcaresa.org.au/donate-now>.

Thank you for caring, we really appreciate your willingness to get involved.

**\$45** Nutritious breakfast and lunch for 2 weeks

**\$60** Family food parcel

**\$105** Pastoral care – dedicated one on one time with a support worker

**\$250** Specialised support including housing assistance, legal counsel & health support

**\$25** COVID Care Supplement – helping bridge the gap incurred through the loss of our volunteers





## FBT: the most common questions

Towards the end of the fringe benefits tax (FBT) year, our Customer Care team are busy helping our customers prepare for 31 March when salary packaging cards must have a zero balance. We receive a huge volume of calls and emails during this period, so we thought it might be helpful to share some of the most commonly asked questions right here.

**I don't have any CBB cards as my salary packaging funds are paid to a regular payment. Do I need to have a zero balance by the end of the FBT year?**

If your salary packaging funds are reimbursed to your bank account or paid to a home loan, personal loan, credit card, rent, etc., your salary packaging account is regarded as having a zero balance at the end of FBT already.

**When do I need to spend all of the funds on my salary packaging accounts/cards?**

ATO guidelines state that your salary

packaging account and any cards (CBB Salary Packaging Card and/or CBB Meal Entertainment and Holiday Accommodation Card) should have a zero balance before 31 March each year. To be safe, you should plan to spend it a few days before so that the funds can fully clear.

**Why do I need a zero balance on my salary packaging account/cards by 31 March? What happens if I don't spend it in time?**

If you do not have a zero balance by 31 March, the amount you can salary package in the following FBT year may be reduced because any money left on the card will be carried over. For example, if at 31 March you have a balance of \$650 on your CBB Meal Entertainment and Holiday Accommodation Card, the amount you can package onto your card in the following FBT year is \$2,000, rather than the maximum benefit amount of \$2,650.

Plus, this could affect any regular payments (rent, mortgage, bills,

etc) that are paid from your salary packaging funds. Basically, having a zero balance on your salary packaging account/cards by 31 March will enable you to continue packaging the maximum benefit available to you.

**How can I check my balance?**

To check your Salary Packaging Card and/or your Meal Entertainment and Holiday Accommodation Card:

Visit <https://online.beyondbank.com.au> to check your card balance online.

Call Beyond Bank's 24/7 automated Account Information Line on **13 14 02**:

- Enter your customer number and press #
- Enter your Telephone Banking Passcode then press #
- Follow the prompts to check your balance.

If you still have questions about FBT (or other salary packaging matters), you can find more FAQs on <https://www.cbb.com.au/frequently-asked-questions#faq-end-fbt>.



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