



What's Happening.

May 2021

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Our Reconciliation Action Plan (RAP)



Reconciliation Action Plan

NOVEMBER 2020 – NOVEMBER 2022



Baptist Care SA is proud to launch its Reconciliation Action Plan (RAP) with the aim of building greater connections with the Indigenous community and improving outcomes for Aboriginal and Torres Strait Islander peoples.

Inspired by the servant heart of Jesus Christ and in keeping with our core values, this Reconciliation Action Plan underpins Baptist Care SA's commitment to seeing our employees, volunteers and students on placement walking alongside Aboriginal and Torres Strait Islander people and communities.

For many years, Baptist Care SA has sought to be an active participant in, and contributor to, our nation's Transition Pathway toward reconciliation with First Nations peoples.

This document is the outcome of extensive consultation and thorough planning. It sets out a range of initiatives and steps that Baptist Care SA plans to take as we move toward the further development of positive, sustainable relationships with our Aboriginal and Torres Strait Islander people and communities.

This document reflects our desire that implementation of the RAP over the next two years will help to create a culturally welcoming and safe environment in which enriched relationships between Aboriginal and Torres Strait Islander and non- Indigenous people will be fostered so that we can all flourish together.

I am very pleased to present our Reconciliation Action Plan 2020 – 2022.

To access a copy of the RAP visit baptistcaresa.org.au/wp-content/uploads/2021/05/Baptist-Care-SA-Reconciliation-Action-Plan-2020-2022-FINAL.pdf.

Graham Brown
Chief Executive Officer

A message from the CEO



As I write this message I am very aware that our recent exciting news is also presenting some transitional challenges for teams and individuals.

The good news includes:

- Baptist Care SA is part of the strong and successful **Toward Home Alliance** that has been endorsed by the SA Housing Authority to implement a radical new approach to preventing and addressing homelessness in the City and Southern Adelaide and Hills regions. We are delighted to be working with Lutheran Care, The Salvation Army, Mission Australia, Aboriginal Community Services and Sonder to remodel the sector's response to the needs and aspirations of vulnerable people and to offer better integrated Transition Pathways from adversity toward opportunity.
- We have now officially taken over management and ownership of the **Wirraway Homestead** campsite, along with many of their dedicated staff...and about 16 horses! This unique camping experience expands the range of life-giving and relationship-building experiences that we can offer to SA's children and young people.



Cam Bryson, Chair of the Wirraway Board, together with Matt Hawke, Director of Wirraway, Janine Lenigas and Graham Brown celebrate the signing of the agreement for Wirraway Homestead to become part of Baptist Care SA.

- Our **Tumbelin Program** has secured ongoing funding to sustain most of its restorative work with young people who are struggling with Alcohol and other substances, mental illness and disconnection from family and community supports.
- The Dept of Human Services has advised that Baptist Care SA's innovative 'Living Connected, Living Well' program has been selected as the preferred model for delivery of the new **Community Connections** in the Northern, Eastern and Southern areas of Adelaide. This new service will dynamically respond to the needs of people who are not eligible for an NDIS package, but who need support to live in the community.

Whilst our organisation and our services are moving through this period of exciting and significant change, I acknowledge that waiting for these tender outcomes has unfortunately been very unsettling for our staff. I hope you will understand that as the new services are quite different, we need to conduct open recruitment processes to appoint the right staff on their merits. We encourage you to "put your best foot forward in the direction that you want to go" as there are many new roles now becoming available.

The unprecedented scope of sector reform has led to concurrent restructures and re-alignments across a number of our service portfolios and in some cases some challenging industrial implications. I thank for your patience and assure you that our Executive and Management Teams are working as hard and fast as they can to communicate the changes to staff and to conduct fair and transparent processes that aim to bring some long-awaited calm to the 'sector transformation storms' that we have been navigating through over recent months.

Thanks for your ongoing efforts to sustain provision of high quality services to our vulnerable clients.

Graham Brown
Chief Executive Officer

Domestic Violence Awareness Prevention Month



May is Domestic Violence Awareness Prevention Month, when we work to raise community awareness and promote a clear message that this kind of violence will not be tolerated in our communities.

As a White Ribbon accredited organisation, Baptist Care SA has policies and work directives which address domestic (family) violence and provide avenues of support for staff who might be experiencing it. In particular, staff are encouraged to make themselves familiar with the **Domestic (Family) Violence Work Directive**.

Jess Hill, the author of the powerful book *See What You Made Me Do* has been working with the SBS to produce a documentary on the same topic, you can watch the first episode [here](#).

If you or anybody you know are experiencing domestic violence and/or sexual assault, contact **1800 RESPECT (1800 737 732)** for a 24 hour, National Sexual Assault, Family & Domestic Violence counselling line, or visit www.1800respect.org.au.

Pablo Rengifo
Manager, Quality & Risk

Toward Home Communication Video

Working together, giving hope to
prevent and end homelessness



Integrity | Respect | Trust |
Collaborative | Courageous | Creative

Baptist Care SA, as part of the new sector Alliance, Toward Home, will be playing a vital role in the transformation of the South Australian reform of homelessness services. Alliance Partners include Aboriginal Community Services, Lutheran Care, Mission Australia, Sonder and the Salvation Army.

This ground-breaking work reflects the collective commitment of our Alliance Partners to develop and implement a new innovative approach that enables people to receive the support they need to move along their own unique Transition Pathways and have increasing opportunities to flourish as individuals and in their community.

The Toward Home Alliance is now progressing transition planning with a focus on ensuring service continuity and best support for those seeking homelessness services within the Adelaide South region.

To support this, a short video introducing the Toward Home Alliance and its role has been produced. Please take a few minutes to view this at <https://www.lccare.org.au/toward-home>.

If you have any questions, please talk to your Team Leader or Manager.

Baptist Care SA's participation at 'Renew', this year's 4D Leadership Conference



Anne Van Loon, Rachael Foster and Craig McGlone at the Baptist Care SA stand.

Baptist Churches of SA host an annual 4D Leadership Conference and Baptist Care SA is privileged to be able to participate as an exhibitor. The conference is attended by representatives from the majority of South Australian Baptist churches.

On Saturday 15 May, members of our Church Support Team, Adventure Pathways and Urban Education Options presented our work in the 4D Expo.

Key note speaker at the conference was Graham Hill who presented various Christian practices to bring healing and hope to our world. He was joined by co-author **Grace Ji-Sun Kim** from USA via videolink and they shared from their book, "Healing Our Broken Humanity".

Their presentations focused on the need for **lament** - regret and mourning for an unjust situation that has caused suffering; **repentance** - the need to recognise we have done wrong and the role misuse of power had in causing suffering; **reconciliation** - the need for truth telling, lament, genuine remorse, and the need to ask for forgiveness. These are pre-requisites for true reconciliation and peacemaking. Embodying these practices will enable us to bring justice, healing, renewal and find a compassionate way forward together.

The program also included some 'TedX' style presentations full of energy and impact.

It was a great day and we're thankful to the staff that represented us and to those who engaged to learn more about our work.

Anne Van Loon
Consultant – Health, Wellbeing & Ageing

Craig McGlone
Manager, Community Development

QIC Accreditation 27 Sep to 1 Oct 2021

Baptist Care SA is currently accredited against the QIC Health and Community Services Standards, and as part of our continuous quality improvement, a five day external assessment will take place at the end of September.

Three external assessors will be visiting our Wayville office and a number of sites to observe our work and interview designated staff, volunteers and clients. The Quality & Risk team will provide further details closer to the assessment date.

To support all of you to be more familiar with the QIC Standards, we will be focussing on relevant aspects over the next few editions of our newsletter.

What is QIC Accreditation?

QIC stands for Quality Improvement Council. The accreditation program provides a thorough and wide-ranging review of organisational systems across multiple areas, including governance, corporate systems, service delivery and external relationships.

QIC Accreditation is more than a compliance-based program; it recognises strengths and areas for improvement, helping organisations to identify quality improvement priorities. To be awarded QIC Accreditation again, Baptist Care SA must meet all QIC Standards Indicators and demonstrate a sustainable system and continuous quality improvement.

What are the Standards?

There are 5 QIC Health and Community Services Standards, which consist of 21 Indicators common to all human services organisations. The Standards and Indicators are:

<p>Standard 1: Governance</p> <p>Standard 1.1 - Strategy and planning Standard 1.2 - Organisational accountability Standard 1.3 - Service agreements and partnerships Standard 1.4 - Collaboration and strategic positioning Standard 1.5 - Financial management Standard 1.6 - Risk management Standard 1.7 - Legal and regulatory compliance Standard 1.8 - Quality management Standard 1.9 - Feedback management</p>	<p>Standard 2: Management Systems</p> <p>Standard 2.1 - Management systems Standard 2.2 - Management systems – Human Resources Standard 2.3 - Information management Standard 2.4 - Knowledge management Standard 2.5 - Assets and physical resources Standard 2.6 - Work health and safety</p>
<p>Standard 3: Consumer and Community Engagement</p> <p>Standard 3.1 - Community needs assessment and planning Standard 3.2 - Consumer and community involvement Standard 3.3 - Consumer and professional capacity building</p>	<p>Standard 4: Diversity and cultural Appropriateness</p> <p>Standard 4.1 - Ensuring diversity and cultural safety</p>
<p>Standard 5: Service Delivery</p> <p>Standard 5.1 - Service and program management, coordination and evaluation Standard 5.2 - Focusing on positive outcomes</p>	

How can I get Involved?

The Quality & Risk team will be consulting a number of Senior Managers and Program Managers on how their teams will be involved. This may include suggesting some programs or activities which to highlight during the accreditation process. We will be also requesting nominations from both services and corporate staff, volunteers and clients to take part in the staff interviews.

Another great way to prepare for the accreditation is to get yourself familiar with the standards.

If you have any questions or queries, please don't hesitate to get in contact with the Quality & Risk team on quality@baptistcaresa.org.au or **08 8273 7125**.

Pablo Rengifo
Manager, Quality & Risk

'A Christmas Gift from Bob' Movie Night Fundraiser

Join us for this fun movie with a blockbuster ca(s)t and help raise funds for Baptist Care SA's Community Food Hub.

There will be a raffle, a Guesstimate competition, choc-tops for sale and for those who love to get into the spirit - a prize for the best dressed!

Bring a group of friends or family along – the more the merrier.

Synopsis

'A Christmas Gift from Bob' follows the story of Big Issue vendor James Bowen, played by Luke Treadaway, and his trusty sidekick Bob throughout London at Christmas.

Event Details

- **Date:** Friday 18 June 2021
- **Time:** 6.30pm for 7.00pm start
- **Location:** Palace Nova - East End
- **Cost:** \$35 includes movie ticket and a drink on arrival

Tickets on: baptistcaresamovienightfundraiser.eventbrite.com.au.



Update on the Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation (VANE) of People with Disability (DRC) has begun Public Hearing 11, focussing on the experiences of VANE of people with disability, particularly people with a cognitive impairment, in their interactions with the criminal justice system and the consequences which follow.

In March the DRC released a Research Report exploring the nature and extent of violence and abuse against people with disability in Australia. Despite abuse and violence affecting people from all areas of our community, this report highlights data showing that, unfortunately, people with disability experience violence and abuse at significantly higher rates, in particular young people and women with disability, as well as people with psychosocial and intellectual disabilities.

Some statistics outlined in the report are highlighted below. It is important to note that this data is based on people aged 18-64.

Figure 1: Prevalence of physical violence since age 15 by disability status and gender

People with disability are at 1.8 times the risk of physical violence in comparison to people without disability.

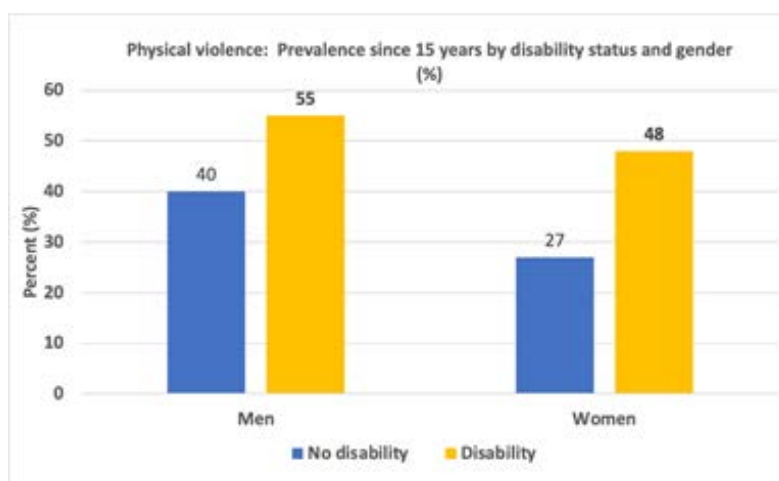


Figure 2: Prevalence of sexual violence since age 15 by disability status and gender

Since the age of 15, double the amount of people with disability report experiencing sexual violence compared to people without disability.

- While all women are at higher risk of sexual violence than men, women with disability are twice as likely to report an incident of sexual violence over their lifetime as women without disability (33% compared to 16%)
- People with disability experience higher rates of emotional abuse than their counterparts without disability (since the age of 15, 1 in 3 women with disability report emotional abuse by a current or previous partner)
- People with disability who report living in financial hardship are 3 times as likely to experience violence than people without disability who report no financial hardship

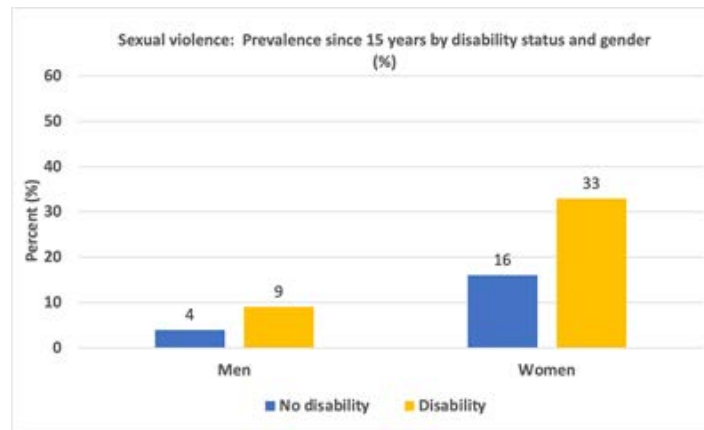
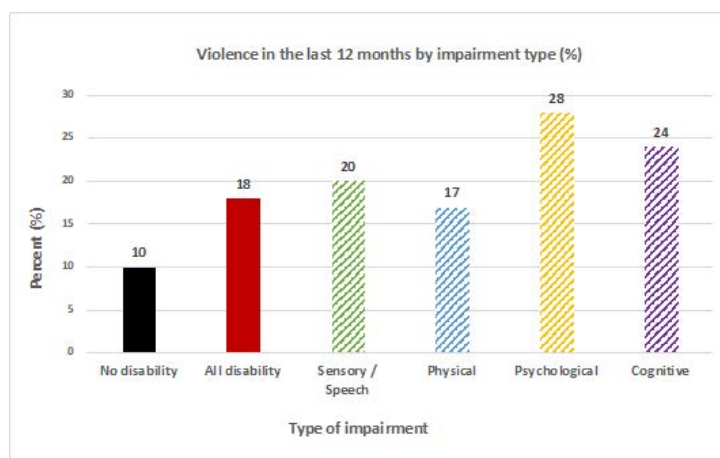


Figure 3: Prevalence of all violence in the last 12 months by impairment type



In addition to the data presented, the Research Report focuses on answering questions including the limitations and gaps within this data, and options and recommendations to fill these gaps. The full Research Report can be found by clicking on the following link: <https://disability.royalcommission.gov.au/news-and-media/media-releases/people-disability-face-much-greater-risk-violence-people-without-disability>.

We feel it's important to share these statistics with you in the hope that it will raise discussion and awareness for this significant issue. Baptist Care SA takes the matter of violence against anyone in our community seriously and works hard to understand, prevent and respond to abuse and mitigate risk wherever possible. Baptist Care SA has several committees and working groups focusing on continuous quality improvement and are always looking for ways to improve our organisation and address issues such as these.

We have committed to the Zero Tolerance Framework and expect all staff to provide services in line with the NDIS Code of Conduct. For further information on the NDIS Code of Conduct click on the following link: <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>.

The DRC continue to explore violence, abuse, neglect and exploitation (VANE) of people with disability across various platforms within our society and will, despite asking for an extension, release their final recommendations in April 2022, to help Australia address the gaps and decrease instances of VANE against people with disability.

If you would like any further information or to discuss this data or the DRC in general, please feel free to contact Chelsea Arnold on **8273 7100** or chodge@baptistcaresa.org.au.

Chelsea Arnold
Project Officer

Care Pathways Reform Update

Our Care Pathways team continues to adjust to the changing Child Protection space.

Disability Individual Residential Support Packages (DIRSP)

Disability Individual Residential Support Packages (DIRSP) have commenced, with 3 out of our 4 placements now up and running. DIRSP supports high and complex individuals in an intensive, long term support model, tailored to the needs of the individual. Our fourth placement is in the final stages of transition into the program.

If you hold Certificate IV in Disability Services and would like to discuss working in this program, please contact Lulu Cushway E: lcushway@baptistcaresa.org.au.

Supported Independent Living Services (SILS)

Our existing Supported Independent Living Services (SILS) contract ceases on 30 June 2021. Baptist Care SA has been appointed as a provider for the new SILS model, which is very exciting! Despite the same name, however, this model operates very differently, providing outreach case work to individuals living in independent houses, rather than providing 24/7 support workers as we have done in the past. Although this model of support has its advantages to the young people it supports to prepare them for living independently as an adult, it does unfortunately mean that staff working in the existing SILS program will cease their employment in this program when the contract ends. We acknowledge that these kinds of changes are difficult for those involved and Baptist Care SA is working hard with those impacted to ensure we support them with redeployment opportunities where suitable.

We'd like to take this opportunity to thank the dedicated and committed SILS team, who have worked alongside many young people to help prepare them to live independently and hope that you can continue to work within alternate Baptist Care SA teams

Placement and Support Packages (PaSP)

Placement and Support Packages (PaSP) continue to be delivered at five placements across Metro Adelaide, providing individualised residential care to 12-14 young people, while they are looking for longer-term placements. The team are working closely with DCP to ensure these young people's needs are met and they feel safe and secure in their placements.

Unaccompanied Humanitarian Minors (UHM)

Unaccompanied Humanitarian Minors (UHM) continues to be planned for, after we were successful in gaining a new five year UHM contract (effective October 2020); however, due to COVID-19 restrictions, we do not expect any new young people into the program this year. Despite this delay, we continue to work with the current team in upskilling to meet the new contract requirements and are working hard behind the scenes to implement the new contract.

Care Pathways also continue to deliver **Agency Child and Youth Worker Temporary Staff Workers** to DCP Placements and our Residential Care program.

If you'd like to discuss any of these changes, or would like more information on specific programs, please contact your line manager.

Chelsea Arnold
Project Officer

baptistcaresa.org.au

Australian Services Union (ASU) Career Launchpad

The Australian Services Union (ASU) is the largest union of social, community and disability workers in Australia. This means that we have a strong collective voice – we campaign both on a national, state and sector wide level, as well as within individual work places like Baptist Care SA.

Our union is an independent, member-led organisation that exists to represent your interests as an employee. We're made up of tens of thousands of workers just like you who have banded together to protect and improve wages and conditions and have a voice about the things that impact our working lives.

We're the union for a significant number of staff at Baptist Care SA, whether you are casual, salaried, permanent or on contract. We are social workers, program coordinators, youth workers, managers, care and support workers, counsellors, administrators, team leaders and more. Our benefits and events are targeted to your industry, from our training below, to our sector-wide round tables and forums. Our strategies are designed to support workers just like you in the Social, Community and Disability Sectors.

Did you know that ASU members get free professional development courses tailor- made for the Social and Community Sector?

Live and On-demand courses include:

- Understanding and Responding to Vicarious Trauma (VT): An Introduction
- Campaigning and Advocacy in Community Services
- Disability Rights and Advocacy
- Practice and Other Issues for Workers in the Alcohol and Drug Sector

Click here to find out more about Career Launchpad!

If you ever need trusted, independent workplace advice, please email me at pgrillo@asu-sant.asn.au, call on **0418 841 769** or check out all the info at <https://www.asu.asn.au/asujoin>.

Paul Grillo
ASU Organiser for Baptist Care SA

Winter Appeal 2021

"I didn't choose to be homeless. I found myself there. It was the only escape from the alcohol-fuelled violence I experienced as a child."

Nobody chooses to be homeless. People like Jess didn't. She fled violence. She fled fear. So she found herself alone. She found herself scared and vulnerable. She needed help.

With winter upon us, there are many more people like Jess living without the things you and I take for granted like somewhere to sleep or knowing where our next meal is coming from.

You can give hope and comfort this winter to South Australians with nowhere safe to live.

Your gift can make such a difference by providing second chances.

To make a donation visit:

baptistcaresa.org.au/nobody-chooses-homelessness.

\$45 Nutritious breakfast and lunch for 2 weeks

\$60 Family food parcel

\$198 Fruit & vegetables for the WestCare kitchen

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





5 Novated Lease Myths: Busted

Baptist Care SA employees are eligible to access salary packaging through CBB and novated leasing through our partner, StreetFleet. Like CBB, Street Fleet are totally dedicated to helping you save as much money as possible every year. However, there are a few misconceptions floating around about novated leasing, so we decided to take the opportunity to bust some of them!

#1 A novated lease will use up my salary packaging allowance	#2 There's no difference between a novated lease and a car loan	#3 I can't get a novated lease, because I'd rather choose my own car	#4 I can't buy a second-hand car with a novated lease	#5 If I leave my job, my employer will take my car and I'll be left without a vehicle
<p>No it won't – the before and after tax deductions for your novated lease are in addition to your \$15,899 salary packaging limit.</p> <p>You'll still have your full salary packaging allowance to use on your everyday expenses and bills.</p>	<p>No, this is incorrect. A car loan involves borrowing money to purchase a car, which you then pay back (including running expenses) with post tax dollars.</p> <p>Whereas a novated lease is a loan for a car that is packaged with all of your running expenses and repaid with a mix of pre and post-tax dollars to maximise your tax savings.</p> <p>Plus, you access fleet pricing on most makes and models, and you will save on GST on the purchase price. Better yet, you won't pay any GST on maintenance and servicing through approved providers, which keeps the running costs down.</p>	<p>A novated lease through StreetFleet can cover any car you want – yes, it can be the make, model and even colour of your choice!</p>	<p>Yes, you can – but there are some rules.</p> <p>You can source the second-hand vehicle yourself from a dealership or privately, with some conditions, the main one being that the car cannot be more than 10 years old at the lease end.</p> <p>For example, if you take out a 5 year lease, the car must not be more than 5 years old at the time of purchase.</p>	<p>Not at all. The car is in your name.</p> <p>If you leave your employer, the novation simply stops, meaning that you will have to arrange to make the payments yourself; you also have the flexibility to transfer the novated lease to your new employer; or pay out the lease early.</p>

If you'd like to learn more about novated leasing, you can check out the [StreetFleet FAQs webpage](#), or call the friendly StreetFleet team on **1300 273 359**.



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