

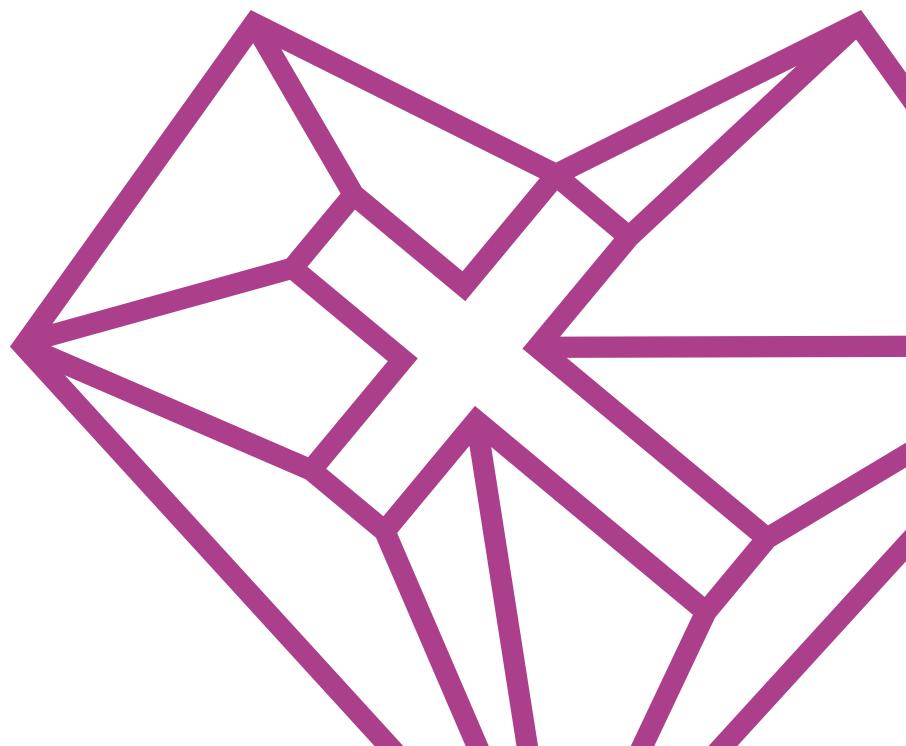
What's Happening.

June 2021



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Seeking Comfort amid the cold, dark and wet of Winter

If you're like me, this time of year... all I want is the warmth of some sunshine!

As if winter isn't cold and wet enough...we have been moving through a particularly challenging period over recent months.

As we pass the Winter Solstice and seek to emerge from under the shadow of the COVID-19 pandemic, there have been many other significant changes in our operating environment including:

- Unprecedented reform in the Homelessness Sector
- Significant changes to many of our other service contracts
- Necessary efforts to review and better align our internal structures, systems and Award arrangements.

I want to sincerely thank everyone for their patience and perseverance whilst we have been working through these necessary changes.

The implementation of our components of the new '**Toward Home Alliance**' is progressing very well. It's great that staff appointments are now almost finalised and that most of our current staff who were seeking a role have found one within Baptist Care SA.

I am very pleased to advise that Amy Kane has now joined us as the Senior Manager for the new '**Pathways to Home**' Service portfolio which includes all the services that Baptist Care SA will be providing under the new '**Toward Home Alliance**'. Amy comes to us from Baptcare Vic/Tas where she spent the last three years working in the disability sector leading the rollout of the NDIS in SA.

We have also attracted some other great new staff who will be joining us over the next few weeks and I trust that you will all warmly welcome them as they come on board.

Baptist Care SA is also very pleased to be establishing an innovative new service called '**Living Connected – Living Well**' across the Adelaide metropolitan area. I extend sincere thanks to Phil Bunyon and his team for the work they are doing to establish this new much needed new support service that addresses the needs of people who are not eligible for NDIS Services, but who require support to live well in the community.

I also want to extend thanks to our:

- **Adventure Pathways team** who have been moving through a challenging period of consultation about some Award changes
- **Finance team** who have been working diligently with our Executive and wider management team to prepare the FY2022 Budget for the year ahead
- **Information Services team** who have been busily deflecting cyber threats whilst maintaining and updating our ICT systems
- **Organisational Development team** who have been in overdrive in recent months as they have recruited and re-contracted numerous staff associated with all the changes in our service contracts

Thanks for your continuing efforts to make great things happen everyone!

Graham Brown
Chief Executive Officer

Trauma, Self-Care and Positive Outcomes



Viktor Frankl, a Jewish psychologist from Austria, endured the nightmare of NAZI Concentration Camps. In doing so, he observed the different ways people dealt with the trauma.

Some allowed it to overwhelm them, doing anything to survive like stealing food from fellow prisoners who were weaker.

Others chose to rise above it, choosing to be their best selves, a source of support and inspiration to all. Even in the most horrific of circumstances.

After the war, Frankl wrote the book "Man's search for Meaning" in which he sought to make sense of all he had seen and heard. In it he observed:

Between stimulus and response, there is a space. In that space is our power to choose our response. In our response lies growth and freedom.

Frankl realised that it was in this space, no matter how fleetingly, that people made the decisions that determined the difference between those that rose to be their best selves and those that allowed their baser traits to take over.

Here at Baptist Care SA, our work also exposes us to trauma, though hopefully not like that of Frankl. It doesn't matter whether we are front line or office staff, we may be impacted by the stories of those we care for and the challenges of providing that care.

For each of us, there is the challenge of response. Do we allow these events to which we are exposed to drag us to a dark place or motivate us to be our best selves?

If you are looking to be your best self, then one helpful behaviour to develop is that of using that space between stimulus and response to focus on the positives of our work with clients rather than the negatives. Positive psychology teaches us that this will significantly reduce the impact of the challenges our work can bring and help us maintain our wellbeing.

**Ian Warner
Staff Chaplain**

Update on the Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation (VANE) of People with Disability continues to work through identified issues through Public Hearings, Research Papers and Issues Papers.

This month, the Disability Royal Commission (DRC) held Public Hearing 14 in Adelaide, focussing on preventing and responding to violence, abuse, neglect and exploitation in disability services.

The hearing ran from 7 to 11 June and explored what changes have been made by the South Australian and Commonwealth Government over the past year to safeguard vulnerable people with disability against VANE, following the death of Ann-Marie Smith in April 2020. The witness list consisted of members of the Department of Human Services (DHS), the NDIA and the NDIS Commission.

If you, or someone you know with a disability, have experienced VANE in any area of life, you are invited to share your experience with the Royal Commission. If you wish to do this, all details are available on the Royal Commission website, under '**Share Your Story**'. Alternatively, Baptist Care SA can provide support if you wish – please reach out to your Coordinator for further support and information.

The DRC continues to explore VANE of people with disability across various platforms, such as the hearing highlighted above, and have been recently granted their request for an extension until September 2023.

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 T: **8273 7100** or E: **chodge@baptistcaresa.org.au**.

Chelsea Arnold
Project Officer

Baptist Care SA office in Port Lincoln to close for 12 months

Due to changes in program funding, Baptist Care SA will be closing its office in Port Lincoln until mid-2022.

For a number of years, we have been operating a contract for Accommodation Support (ASP) under the NDIS and the Tumbelin 'Awaken and Live' drug and alcohol (AOD) treatment program for young people across the Eyre Peninsula.

Country SA PHN opted to run an open tender process for its next round of its funding and this has been awarded to another service provider, resulting in the cessation of Baptist Care SA's Tumbelin program in the region.

As a consequence, we have reluctantly decided to transition our existing NDIS clients to another provider in the short term and close our shopfront for the next 12 months. We will use this time to evaluate fresh opportunities and explore options for future service delivery.

These changes affect three Baptist Care SA staff and we take this opportunity to thank them for their service and commitment to our clients and wish them every success in the future.

If you have any queries about these changes, please contact Tobin Hanna, Senior Manager, Adventure Pathways on M: **0448 893 684** or E: **thanna@baptistcaresa.org.au**.

Janine Lenigas
Executive Leader – Service Development

QIC Accreditation - Standard 1: Governance

Baptist Care SA will be undertaking an external assessment against the QIC Standards for Health and Community Services on the week starting 27 September. As part of the process, external assessors will be reviewing the services and programs that our organisation delivers and will include visits to selected sites to observe our work.

To get familiar with the QIC Standards we will share what each of the five standards is about and how these relate to our work over the next few editions of the internal newsletter.

Standard 1: Governance addresses the quality of the organisation and how its mission and vision, strategy, policies and organisational management systems support the service delivery. This standard has nine criteria and assessors will be scrutinising how well our corporate services relate to these.

The criteria are:

1.1 Strategy and planning	1.6 Risk management
The organisation has a clear strategic direction that is aligned with its purpose, vision, values and service priorities.	Risk is identified, assessed and controlled across the whole organisation.
1.2 Organisational accountability	1.7 Legal and regulatory compliance
The organisation has transparent assignment and monitoring of responsibility.	The organisation ensures compliance with all contracts, laws and regulations.
1.3 Service agreements and partnerships	1.8 Quality management
The organisation enters into formal service agreements and/or partnerships to ensure a continuous and sustainable service.	The organisation has a culture of continuous quality improvement.
1.4 Collaboration and strategic positioning	1.9 Feedback management
The organisation collaborates with other organisations and positions itself strategically in the wider service sector.	The organisation has a transparent and responsive feedback system.
1.5 Financial management	
The organisation's financial management reflects its strategic goals and supports an efficient and sustainable service.	 

Please will you

- think about the ways your work meets each of these criteria?
- consider what evidence you can provide to support your compliance?

Our Quality team will be collating evidence over the next two months to present to the reviewers during the accreditation process.

Stay tuned, more information on the QIC Standards to come!

**Pablo Rengifo
Manager, Quality & Risk**

Care Pathways Reform Update

Baptist Care SA's Care Pathways team continues to implement new contracts in the Child Protection space, as well as deliver newly developed programs.

Our existing **SILS (Supported Independent Living Services)** contract ceases on 30 June 2021. Given the new SILS contract is significantly different in its model and staffing requirements, we have been working with existing SILS staff to ensure re-deployment options where suitable. We thank the team for their engagement in this process and their ongoing commitment to service delivery.

We are currently working to ensure the new SILS program 'ready to go' under its new model of care, which involves providing outreach case work to individuals living in independent houses, rather than providing 24/7 support workers as we have historically done.

UHM (Unaccompanied Humanitarian Minors) continues to be developed behind the scenes; although, COVID-19 restrictions still place a hold on any new young people entering this program. As we continue to support one young person, we have newly appointed a part-time Case Manager, Fara Rezaei, to support this client and assist with the program's implementation. Fara came from our Care Pathways team and is a welcome asset to the UHM team.

Placement and Support Packages (PaSP) team continues to work closely with DCP to ensure our young people's needs are met and they feel safe and secure in their placements, while looking for longer term options.

DIRSP (Disability Individual Residential Support Packages) continues to deliver three placements, supporting high and complex individuals in an intensive, long term support model, tailored to the needs of the individual.

As mentioned in previous newsletters, Care Pathways continues to deliver **Agency Child and Youth Worker Temporary Staff Workers** to DCP Placements and our Residential Care program.

As always, 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

Client treatment outcomes at Tumbelin Farm

Before a referral to Tumbelin Farm comes in, we know our clients are experiencing the stress and pain of substance dependence, however, there is always more to their story.

In our mission to help every young person who joins the Tumbelin Farm Residential Rehabilitation program, we place a high premium on client treatment outcomes.

Tumbelin Farm Team Leader, Travis Doecke explains how we help clients embark on a journey of recovery, address underlying issues and help foster lasting change.

Watch the video: <https://www.youtube.com/watch?v=T1jdoGsFTZU>.

Ben Hopkins
Manager

Reflections on the National Reconciliation Week Breakfast

On Thursday 27 May, Baptist Care SA was proud to support the 2021 National Reconciliation Week Breakfast hosted by Reconciliation South Australia - a moving and thought-provoking event to launch the start of National Reconciliation Week. Team members from across the organisation who attended the event were invited to share their thoughts and experience.



"It was a privilege to attend the National Reconciliation Week breakfast and be present in a community of people committed to walking together towards reconciliation."

Kate McGarry
Executive Leader – Service Pathways



"I think the most important message that came across for me is that success for an organisation on reconciliation and RAP initiatives is by leadership from the top."

Sally Marsh
Aboriginal Workforce Business Partner



"As a new Australian, it was an honour to attend this year's National Reconciliation Week breakfast. It was an educational experience and I look forward to learning more about Aboriginal and Torres Strait Islander people, their culture and being an active participant in bringing our RAP to life."

Preetha Iyer
Corporate Marketing Specialist

Celebrating Volunteering at Baptist Care SA



L to R: Peter, Vy, David, Yuqi, Melani, Edwin, Mark, Rosalie, Hamid, Zhenyu, Gillian, Eddie and Jose with Graham Brown and Baptist Care SA staff.

Volunteers are an essential part of Baptist Care SA. On Thursday 20 May we celebrated this vital contribution over Morning Tea with some of our valued volunteers.

Thank you everyone!

And we take this opportunity to **welcome Annie Pearce** into the role of **Volunteer Engagement Coordinator** effective 28 June.

Many of you will already know Annie from her role within the Talent Acquisition team.

Annie has a real passion for Community Services and personally giving back to the community, so this role is well aligned to her values, and she is very excited to take on this important position within Baptist Care SA.



Baptist Care SA uniforms orders will now be taken online!

To place an order, visit the [Baptist Care SA Portal > Information Resources > Uniform Orders](#).

Please read important information on the Uniform Portal before placing your order.

Queries relating to uniforms can be directed to Christina Panagopoulos (Marketing Coordinator).

E: cpanagopoulos@baptistcaresa.org.au

T: 8273 7109

Adventure Plus! Holiday Program



Want to get your kids out of the house and away from a screen for the school holidays?

Baptist Care SA's Adventure Plus! Holiday Program is tailor-made for children aged 7-15 years wanting to make new friends, improve their life skills and do something out of the ordinary!

Activities include archery attack, campfire cooking, giant swing, ropes courses as well as a range of team-building games and initiatives.

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

Dates: 5 to 8 July 2021

Cost per child

- One day - **\$65**
- 2-day pass - **\$130**
- 3-day pass - **\$195**
- 4-day pass - **\$230**

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

BOOK NOW: <https://adventure-plus-holiday-program-july2021.eventbrite.com.au>.

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CBB salary packaging customers can join our new and improved CBB Rewards Club for free!

With the CBB Rewards Club, you can access exclusive deals and discounts from some of Australia's largest retailers and thousands of your favourite local businesses. Better yet, your savings through the CBB Rewards Club won't affect your salary packaging account.

Check image above to see a few of the participating retailers and service providers.

Your free membership could save you hundreds on your everyday expenses. For example, if you purchase a digital voucher for Coles or Woolworths, you'll instantly **save up to 5%** when you use your voucher on your next grocery shop. It might not sound like a lot, but that adds up to **\$650 a year in savings** if you spend \$250 every week at the supermarket!

It's not just about saving on everyday essentials, though. With the CBB Rewards Club, you can treat yourself to luxury goods, or snap up a great box office or travel deal. There are so many categories to choose from!

Better yet, digital gift cards (e-gift cards) under \$500 will normally be sent to you within an hour of purchasing, so you can start shopping almost immediately. Digital gift cards are sent to your email address, so it's super easy to forward them onto loved ones as a birthday, anniversary or Christmas gift. Please note that physical gift cards take on average 28 days, so we suggest you purchase digital gift cards where possible.

If you have previously used CBB Rewards Club and have forgotten your password, please visit cbb.myrewards.com.au/cbb and click 'Forgot Password'.

To reset your password, you'll need your NCB (type it without the hyphen) – this is your unique customer number located on your CBB welcome email or salary packaging statements, and the email address you signed up with originally.

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If you have any difficulty with your account, or if you've forgotten your login information, please email the CBB Rewards Club administrators atinfo@atwork.com.au or call **1300 857 787**.



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