



Annual Report 2016/17

Doing the very best for our clients
is at the heart of what we do.





Beginning in 1913, Baptist Care SA has grown to over 1200 dedicated staff and volunteers, working tirelessly to help South Australians achieve their full potential. We're committed to working with the State's most disadvantaged, championing local issues and connecting with people to enable positive change.

It isn't easy tackling such tough issues, but our clients' successes mean it's often extremely rewarding.

Our Vision

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

Our Mission

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

Our Purpose

Finding ways to make people's lives better.

Our Values

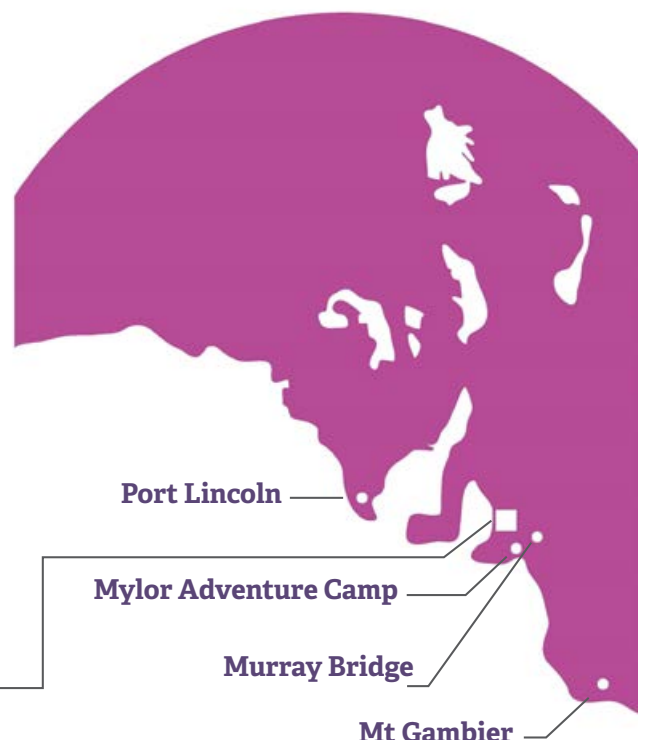
Integrity – ensuring personal and corporate transparency and the highest ethical standard.

Compassion – treating people and communities with empathy, dignity and fairness.

Empowerment – releasing individual strengths that promote personal and community transformation.

Innovation – fostering a culture of continuous improvement, staff engagement and improved client outcomes.

Our Locations



Adelaide

- Wayville (Head Office)
- Inner City Adelaide (includes WestCare Centre)
- Hallett Cove
- Salisbury
- Melrose Park

Port Lincoln

Mylor Adventure Camp

Murray Bridge

Mt Gambier

All names of clients have been changed in this publication for privacy reasons.



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*A full copy of our Financial Statements may be obtained on request from the CEO's office.

Finding ways to make people's lives better

Baptist Care SA's new brand was launched on 5 July 2017. It places our clients at the heart of everything we do. It makes a clear statement that God's unconditional love and the servant leadership of Jesus Christ remains pivotal to every aspect of our work. It is a strong, vibrant statement about our commitment to supporting those who are doing it tough to find a better life.

Above all, we want our clients to gain a feeling of love, hope and possibility.



corporate

- Baptist Care SA's workforce grew beyond 1000 employees.
- 245 people volunteered with Baptist Care SA.
- We had 8 student placements and 3 students became our employees.
- Baptist Care SA provides a Chaplaincy service in prisons, public hospitals, community health centres and to Baptist Care staff and volunteers. Over the past 12 months, our Chaplains have engaged with almost 5000 individuals and their families.



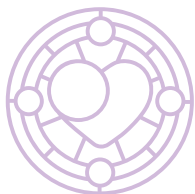
aboriginal services

- For our Elders – 900 hours centre based support and 700 hours social support.
- For younger Aboriginal clients – 900 hours centre based support and 300 hours social support.
- For Aboriginal Men with High and Exceptional Needs – 24-hour support for up to four men at any one time.



adventure

- Our 'Tumbelin' (Awaken and Live) program has been expanded and is now offered in the Murray Mallee and Hills-Fleurieu region as well as in the Eyre Peninsula and North Country. We served 113 clients and 71% reported a reduction in adverse effects from alcohol and drug use.
- 9331 visitors came to Mylor Adventure Camp in 155 groups – the largest being 193 and the smallest six. This represents a total of 16,585 bed nights.



children, youth and families

- Young people engaged with our Deadly Pathways program were successfully linked into apprenticeships.
- Enrolments into our Community Learning Centre grew by 34% for the 2016 school year.
- More than 300 young people walked in off the streets searching for somewhere to stay – and our emergency accommodation services gave them a warm welcome.
- Our Supported Independent Living Service is operating at capacity and we now have a team at Murray Bridge supporting four young people towards independence.
- Five young people successfully transitioned to Foster Care.



churches

- 48 Baptist Churches worked with us to connect with vulnerable people in their communities.
- More than 415 Baptist Church members participated in our workshop and conference sessions.



disability

- 65 participants have benefited from our services with ongoing support provided to 45 individuals. Our word of mouth referrals continue to grow.



homelessness

- Every day we are asked to provide food and basic necessities. Our Inner City Emergency Relief service distributed:
 - 388 vouchers for single people
 - 434 vouchers for families
 - approx. 1000 food parcels for singles
 - more than 1000 food parcels for families.
- Our WestCare Centre served more than 27,000 meals
 - 149 clients received direct support.
- 168 clients asked our Community Transition Worker (WestCare) for assistance
 - 84 were successfully referred.
- 420 clients engaged with our Eastern Adelaide Aboriginal Specific Homelessness Service.
- 1368 clients engaged with our Inner Southern Youth Homelessness Service.



mental health

- More than 1100 clients and their families engaged with our Family Mental Health Support Service.
- Between six to eight clients at any time were provided with accommodation support in Pt Lincoln.



refugees & asylum seekers

- Baptist Care SA continues to be the sole provider of services for the Unaccompanied Humanitarian Minor program within South Australia. This contract has been extended for a further 12 months.
- Six unaccompanied Minors received support and we have five ongoing referrals.
- 81 refugees and asylum seekers from 17 different countries were matched with a Friendship Program volunteer mentor.



Chairman's Report



Baptist Care SA continues to serve our community as an expression of God's love and our desire to transform lives. Increasingly our key stakeholders are looking to Baptist Care to provide a holistic response to the most disadvantaged and marginalised.

This year has seen some great progress and significant investment in a number of areas, including the Mylor Adventure Camp, Inner City homelessness, Foster Care and our Disability service.

In recognition of the importance of our Mylor Adventure Camp facility, we have committed \$2.8 million to support a major upgrade of the site. This will provide enhanced accommodation options, improved disability access, a new kitchen/dining facility, an upgrade of the traffic management on site which will include a new bus terminus and additional parking. Our plans are pending the relevant approval processes, but we are optimistic that work will be completed by the end of 2018.

In line with our strategic objective to continually seek improved outcomes for children and young people at risk of being removed from their homes, we are investing in the establishment of a Foster Care service. We are planning to recruit to care for up to 50 children within the next 12 months. In the coming year, we will also be investing further into the historical heartlands of Inner City homelessness and expanding our Disability service offerings. These changes are just a few of the exciting initiatives that will continue to see Baptist Care SA achieve excellence in client centred care.

This year in May we farewelled our CEO Paul Scully. We thank Paul for his time with us, especially his heartfelt love and concern for those in our care. Since Paul's departure Michael Hynes our CFO has taken on the role of Acting CEO. Michael has done an exceptional job and I thank him for his dedication, energy and application during this time. At the time of writing, the search for our new CEO continues. A great deal of interest has been generated right across the country. Please keep us in your prayers as we seek the right person for this critical role.

I would like to acknowledge the tremendous work of our staff and volunteers. It is their professionalism, commitment and dedication that tips the balance for so many lives which would otherwise be overwhelmed by hunger, neglect and deprivation.

I would also like to thank my fellow Board Members for their commitment and service, as they volunteer their time and energy. This year we welcomed Chris Partington as a new Board member. Chris previously served on the board of Baptist Community Services (SA) Inc, one of our predecessor organisations, and we are honoured that she has decided to join us.

Our deep thanks go to the Baptist Churches who have continued to support us on our journey together. The relationship continues to grow, so that both the Churches and Baptist Care SA may be mutually empowered to share God's love to those in need.

We are deeply privileged by the continued generosity of our donors, supporters and funding partners. We invite you to continue to journey with us as we step forward and witness to the power of God's spirit in the life of Baptist Care SA and the community we serve.

Tim Johnson

Chair

CEO's Report



Baptist Care SA has invested significant time and resources in exploring systems to match growth and demand including a commitment to upskilling, resourcing and retaining quality staff. We have also negotiated constant fluctuations in government funding.

Our work with children under the Guardianship of the Minister saw the addition of seven residential care properties, housing 21 children, established across metropolitan Adelaide and Mt Gambier. In October we were certified as a Child Safe Organisation. This reflects our ongoing commitment to child safety best practice.

In collaboration with three other agencies, Baptist Care SA successfully effected the transfer of the Street Crew program from State Government to the NGO sector. This program engages with people sleeping rough and connects them to relevant support services. As part of the State Government's Code Blue/Red, our WestCare Centre opened to provide relief from extreme weather events for people on the street.

Our Pt Lincoln office was refurbished to achieve Disability Access standards. This now provides welcoming meeting spaces for community use.

In June, we successfully hosted the 'Dying Well' conference with speakers from across the State and Australia presenting on contemporary supports to people reaching the end of life.

Baptist Care SA is one of just over 100 organisations nationwide who demonstrate their commitment to contributing to national change to prevent and respond to violence against women, using workplace practices. We have been reaccredited as a White Ribbon Workplace which means we actively challenge inappropriate behaviour and strengthen gender equality within our own and the broader community.

We greatly appreciate the support of both the Baptist Churches of SA and the individual Baptist Churches across the state. Your continued support, prayers and engagement with our work across the year is highly valued.

I wish to sincerely thank our staff and volunteers for their dedication, tenacity and passion. It is humbling to hear so many of our clients say that it is the non-judgemental, genuine care they receive every time they come to us that gives them hope and encourages them to believe that tomorrow can be better.

I would also like to thank Tim and the Board of Baptist Care SA for their leadership. In addition to their strategic responsibilities, they have offered valuable and practical support during a year of change. I know that this has been greatly appreciated by both Management and staff.

Michael Hynes
Acting CEO



Culture, community and relationships

With the ongoing support of the Elders, as well as increasing engagement with younger members of the Aboriginal community, the Aboriginal Support Program at Inner City continues to grow and be acknowledged.



A home at last, after 30 years on the streets

Alan has been homeless for most of his adult life and it's taken its toll on his health. However, for people who have been homeless for years, warmth and safety can become unfamiliar and uncomfortable. Which is why Baptist Care SA's Exceptional Needs Unit (ENU) has been set up in such a considered and deliberate way so that Alan, and others like him, feel respected and can become comfortable with being in a home.

Alan has often come to our Inner City Homelessness Services for meals and support. He's well known to our staff, many of whom also work at the ENU home; creating an immediate sense of familiarity. "We haven't forced our ideas of comfort on Alan," said a staff member. "We've just opened the door and let him lead the way." At first Alan would not go inside the house. Later he was happy to visit, and eventually he stayed one night. Alan has now become used to being warm and well fed. He's learning to cook and invites family to his home for tea and hosts movie nights for friends. "I was down and out," says Alan. "(Now) it's fantastic - great balls of fire!" Baptist Care SA's ENU Aboriginal Men's Accommodation Service provides 24 hour support for up to 4 Aboriginal men with high and exceptional needs.



Nathan holds a baby crocodile at the Tauondi College Open Day.

Deadly Pathways, Bright Future

These days Nathan is feeling pretty positive about the future. He has his licence, and he's on track to complete his SACE and achieve the Gold Duke of Edinburgh Award. But not so long ago it was a different story. He'd stopped going to school and was spending most of his time inside his home playing video games. He had no plans, no idea what to do next. "Young people disconnect with school and work for a variety of reasons - poverty, mental health, lack of motivation," explains Deadly Pathways case manager, Damian Cranwell. "We're not part of the school system so that helps with building trust. We get to know each young person and we work together with them - in a partnership."

Nathan's case managers were able to sit down together with him and help him re-imagine his future. The results of this brainstorming have been life altering. Being connected to key Aboriginal Elders, who meet with him regularly, has also given Nathan pathways to trace his family and heritage. "I feel like I'm doing better than what I was," says Nathan "I have a direction now." Deadly Pathways is funded through the Indigenous Advancement Strategy through the Department of the Prime Minister and Cabinet. During the year it was relocated from Inner City to Salisbury to enable improved support for clients.



Connect, Explore, Grow

Baptist Care SA Adventure encompasses Mylor Adventure Camp, a variety of adventure based programs and the 'Tumbelin' adventure therapy program.



You don't get to see the stars normally – especially if you live in the city

Todd engaged with the Tumbelin team in Pt Lincoln through the Flexible Learning Program at his school. At the time he was homeless and had poor self-esteem. He was fighting a losing battle against alcohol addiction.

He knew things needed to change and the outdoor approach and team activities appealed to him. Todd enjoyed learning to cook with a group and challenging himself with abseiling and other physical adventures. He was inspired by the personal stories that were shared.

Today, Todd is re-engaged with school. His goals are to get his driving licence and successfully complete a six-week training course to join the Army. He's fitter, more confident and only drinks a couple of times a year. Tumbelin helped Todd achieve his big goal of beating alcohol.



3588 serves of lasagne eaten among more than **48,000** meals served!



5952 people on our awesome Flying Fox. All up that's **119,040** seconds of sheer exhilaration.

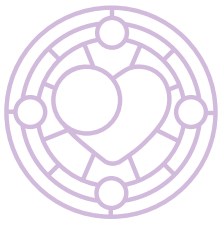
Mylor Adventure Camp continues to thrill:

"It poured with rain for 3 days straight, but the kids had a ball getting so wet and muddy – they mentioned they never get to do that... Sensational in all ways, loved every moment we were here and can't wait to come again with new groups. Certainly worth a school camp experience."

Woodend Primary School

Together we are stronger

Restorative Practice is a simple framework for building and strengthening relationships. It has been implemented across the whole of the Adventure team and its programs. This has proved very fruitful in generating positive outcomes for clients and staff.



“It is only by involving the children and young people of SA in the decisions that affect their lives that we can be sure that these decisions are in the best interests of children and young people. I am committed to promoting the wellbeing of children and young people in South Australia and look forward to continuing to work with you”.

South Australia’s first Commissioner for Children and Young People, **Helen Connolly** during her visit to Baptist Care SA’s Port Lincoln office.

‘Bean Buggy’ Social Enterprise

Young people undertaking Flexible Learning Options (FLO) as a means to achieving SACE or employment at the Community Learning Centre at Tea Tree Gully are supported with a one on one learning plan by Baptist Care SA staff.

In early 2017, Baptist Care SA successfully submitted a grant application to Tea Tree Gully Council to purchase a Coffee Cart to enable the young people to sell coffee to the public. Many of the young people subsequently completed accredited short courses in Barista Training and this social enterprise project was on the road!

Fondly named ‘the Bean Buggy’, the program also engaged other Baptist Care SA programs to create a logo and generate promotional ideas. The young people will volunteer their services and enhance their skills in customer services, money handling, and cleaning. The ‘Buggy’ will operate at community events, including the Carols on the Square hosted by Baptist Care SA and funded by Adelaide City Council each December.

South Australian Learner of the Year

Esi arrived in Australia 5 years ago with a young family, little English and a determination to ‘give back’ to the community that had adopted him.

He joined our Building Families Opportunities Program (BFO) which works with families to help them overcome the hardship of long term unemployment. With the help of staff, Esi gained his White Card and Large Passenger Vehicle Accreditation and began bus driver training. He then enrolled in TAFE to study his Certificate III in English Proficiency.

Twelve months later, Esi graduated and today he’s working as a paid bus driver!

“I need to support (my) family,” says Esi. “(I feel) very good about my job.”

Esi’s efforts were justly rewarded when he was recently presented with the Department of State Development Adult Learner of the Year Award.



Left to right Tyson and Leela proudly display the ‘Buggy’



Anthony Kittel, Chief Executive and Managing Director, REDARC Electronics (award sponsor), Esi Bordbar, the Honourable Susan Close MP, Minister for Higher Education & Skills

“When I was 8 years old I never imagined I would ever be homeless. I never thought this could happen to me.”



Kasey was 16 when she came to CrossRoads. She was living in cramped and overcrowded conditions. She didn't have a bed to sleep in or anywhere she could study. Kasey has thrived. She's had the space and the support she needs to help her concentrate on her studies and is now on track to complete her SACE and is applying for a scholarship to go further.

“Kasey has just excelled. She's been such a good influence on the other kids.”

Staff member

'CrossRoads' provides homeless teenagers with emergency accommodation. Staff support these young people to learn the independent living skills they need to thrive in their own lives and in the community.

Our young people can transition into supported accommodation houses which give them a rental history. They're supported by a live-in lead tenant. When the young people do eventually move into private rental properties, Baptist Care SA provides them with goods and furniture to set up their new homes.

Sibling Family Doing Well

Children and young people are placed in our care when placements with family, foster care or previous placements have broken down. They come from all walks of life, but share a history of trauma and upheaval.

When our carers first met the Clark siblings, their behaviour was anxious and volatile. Lucas, the eldest, was crouched in fear under the kitchen table and it took two hours to coax him out.

Over the months that followed the children constantly lashed out – they threw food, destroyed property and attacked their carers. They scrawled angry words across the walls.

“They'd experienced a lot of trauma, but they're really lovely children underneath. We had a great team - the consistency helped them a lot. Whenever there was an incident, we made sure we restored the relationship and showed we still cared for them, no matter what,” explains our Team Leader.

Over 18 months, trust was steadily built and the children's behaviour stabilised. Today, the Clarks have engaged with counselling services and there are no more suspensions from school.

“To see them sitting at the table working on homework together is wonderful. And it's just been fabulous to see reports coming in that acknowledge the effort being made. They're doing so well – they've come further than we ever thought possible.”





We welcome the opportunity to work with local congregations. Together, we strengthen communities.



In 2017 we focused particularly on people living with chronic conditions, mental health disorders, relationship breakdown, family violence, single parent families, grief and loss, and people dying within our community. We undertook education to equip and develop volunteers in churches to use friendship based models to coach one another in healthy living, strengthen families, consolidate friendships and promote personal and community health.

The Dying Well Conference was attended by 88 people from 27 different churches. The keynote speaker was Dr Lawrie Palmer, Director of Palliative Care Services for Northern Adelaide Health.



“Each presentation gave me new insights. The speakers’ personal journeys showed vulnerability in a very positive manner. I especially loved Niki’s music and how she could use it for those who are dying. I felt privileged and honoured for these speakers to share their stories with us and trust us with them.” *Conference Participant*



Enriching the wellbeing of our clients and staff is a responsibility we take very seriously. Our Chaplains empower people to talk through the big questions of purpose, meaning, hope and faith, which often arise as a result of difficult times. They are able to journey together.

Carl Aiken

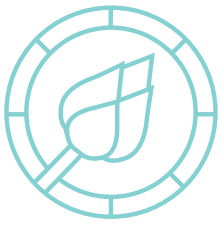
After 17 years of services in Chaplaincy at the Women’s and Children’s Hospital Carl Aiken retired.

“Most other professions have about them the issue of ‘fixing’ things,” reflects Carl. “Medical staff and social workers are treating people. Trying to cure. That’s not what I’m employed to do. Chaplains see people in dark places and we sit in the dark with them.”

Through hospital chaplaincy, God’s love is expressed not only through those conversations which create space for people to explore questions of meaning and purpose, but through practical service as well, such as conducting memorial services and baptisms.



Thank you to Carl for his remarkable work at the WCH which has earned him the affection and respect of patients and their families, as well as the hospital staff that he has served. Baptist Care’s Chaplaincy Services will maintain a presence in the hospital and prison systems as well as in aged care.



Let's get the most out of life

Living with a disability doesn't mean letting go of your hopes and dreams. Starting small and thinking big, our clients and their families are able to gain control, make choices and enjoy life. We are a registered National Disability Insurance Scheme (NDIS) provider.

"We would like to congratulate Baptist Care SA and staff for the many positive observations/comments the Community Visitors (CVs) made.... the client is obviously well cared for by competent people and looks forward to an improvement in his personal and environmental circumstance".

Community Visitors Scheme (CVS)

"Don't tell people your dreams. Show them."

This is a great saying, and it's exactly what Luke has been doing this year. Supported through our Disability Services program, Luke receives 24 hour support from Baptist Care staff. But not long ago, his situation was very volatile. Luke, who has a mild intellectual disability and suffers from anxiety, was taking part in risky behaviours and often sleeping in the streets.

Throughout this difficult time, his carers were constantly checking in with him to make sure he was safe; listening to him, validating his feelings, and offering guidance and support. Luke came through this experience with a strong understanding of his rights and the realisation that he was worth – and deserved – so much more. He learnt so much about running a household that he was recently assessed as ready to move into his own home. He starts his new job next month.



"We first got to know Baptist Care SA after our son became involved in weekend respite support. Alex was 21 at the time and had always been cared for by myself and my husband. We were quite nervous about allowing Alex to be cared for by others.

It was an anxious time for Alex and it took him quite a while to adjust. He presented with quite challenging behaviours, but the staff were always patient. They understood our insecurities too – they would reassure us by sending messages and photos to set our minds at ease.

Our son has reached a good understanding with his key support staff and it is now three years since we all got to know each other. Over this time, as trust has developed, Baptist Care SA workers have engaged Alex in a range of activities and opportunities to be socially involved in the community.

A cup of tea for Alex at a café is a huge achievement and we are so grateful to Baptist Care SA for giving him the chance to be active in his community.

As parents, nothing gives us more joy than to know that Alex is safe, happy and cared for by understanding and patient staff. Thank you Baptist Care SA and your amazing team!"

Zoe, Alex's Mum



Alex with his Baptist Care SA carer Steve



A warm welcome and a safe place

Baptist Care SA's homelessness services situated in Millers Court (just off Wright Street) offer a safe place to come for food, shelter, support, advocacy and referrals.



“Baptist Care SA supports people who want to change, and they do – that’s important work”

Carl, homelessness client now housed with Baptist Care SA

The faith of Abraham: sharing a message of hope with the homeless

Abraham, much like his namesake who wandered the desert for decades searching for a home, grew up in a refugee camp in a country that wasn't his own. He arrived in Australia in the middle of winter and recalls being intensely cold and often lost. Shortly after his arrival, Abraham became homeless.

He was young, frightened and in surroundings that were as unlike life in a West African refugee camp as he could imagine. “My faith helped me a lot. I always believe that everything has its own time – you just need to wait for God’s time,” he explains. His peaceful reassurance in a time of crisis was rewarded when he was housed through Baptist Care SA’s youth homelessness service.

“I lived in the SASH house which supports homeless young people to finish school. I was there for three years and it had a really, really great impact on me. The support workers helped me with my homework and showed me how to cook meals.”

Abraham gained his licence through Baptist Care’s (former) driving program, and after completing Year 12, went on to become a qualified youth worker.

“As a Christian, I believe you should do to others as you would want done to you. People were there for me as I grew up and I want to do the same for others.”

Although Abraham is still seeking a permanent youth work role, he’s joined our homelessness team as a pastoral care volunteer, offering support and a listening ear to people in crisis who often have no one else to talk to. He has also gained casual work as a support worker for Code Blue/Red and is a cleaner at our WestCare Centre.

Former CEO Paul Scully (left) and Ken Henderson (right) with members of the StreetCrew.



Aiming to know the name of every rough sleeper in Adelaide

Saturday 25 February proved to be a very exciting day for Baptist Care SA with the launch of the Inner City Street Crew – a collaborative outreach service aimed at better supporting our city's rough sleepers.

Baptist Care SA has teamed up with Uniting Communities, HYP A and Hutt Street Centre combining unique skills to provide homeless people with connections to relevant support services. This includes everything from housing and general health, to education, employment and tackling issues associated with drug and alcohol addiction.

Since the commencement of the program, the team has successfully engaged with more than 100 rough sleepers and received 52 case management referrals. A number of additional support services and community linkages have been established and 46% of the people we have engaged with are now housed or have returned to country.



From left to right: Skye Schunke, Supervising Solicitor; Dianne Frail, Baptist Care SA with students Anne, Zoe, Harris, Riannon and Elisa.

Legal Outreach Partnership celebrates 10 years

Every Friday our clients at Inner City have access to a legal outreach service staffed by Adelaide University students enrolled in the Clinical Legal Education course. The service is overseen by a qualified solicitor to ensure that only the best quality legal information is given.

This important partnership celebrated its tenth year in 2017.

Over the past 12 months, 159 appointments have been made with this service including with 78 new clients. The value of this partnership is estimated at \$65,000 per annum. Over ten years, that equates to \$650,000. **Thank you Adelaide University!**



Service expansion

Baptist Care SA's Family Mental Health Support Services (FMHSS) expanded throughout metropolitan Adelaide this year – offering services from our Inner City site and our Salisbury office. The new family therapy room in the Wright Street Centre allows specialist care for young people with sensory needs.



(from left to right) Ann Podzuweit, Department of Social Services (DSS), Ally Ions, Baptist Care SA, Kerrie Bowering, DSS



Ewan's Story

Ewan was 10 years old when he was referred to Baptist Care SA by his mother. She was concerned about his behaviour at home – a few times he had become angry and threatened to kill himself. On two occasions, he had tried to self-harm.

Over time, as trust was built, Ewan shared that he felt like he didn't matter to his parents. He felt everything had changed when his baby sister was born. Working together, we focused on Ewan's strengths and developed his self-esteem. We discovered a great sense of humour and a talent for building things with his hands. Ewan became more confident and able to regulate his emotions. He communicated much better with his parents. One day he told his mother he didn't need to visit Baptist Care SA anymore because he felt much better in his life.

Back to School

Michael (aged 12), Winston (aged 11) and Martin (aged 8) come from a family of eight children. They were referred to Baptist Care SA's Family Mental Health Support Service because of poor school attendance.

Using a strength based and narrative approach, we gradually learnt that the boys had experienced domestic violence in the home, little support from their parents and a lack of communication between their school and their parents. They also had underlying mental health issues. Our Counsellors successfully negotiated with the boys to go with them to meet with their school. They were supported to share their concerns. The school was encouraged to use an interpreter when they talked to the children's mother and she was also involved in her sons' journey. The outcomes were quick and positive. All three boys began to attend school regularly and engaged well with our Counsellors. They have settled well into their school routines and are thriving.



Jane's Story

"When Jane was referred to us she was reclusive, totally disengaged from family and community. She stayed in her pyjamas all day and would not engage verbally with anyone. Over the last 12 months with treatment and our support, Jane now welcomes our visits and once again enjoys interacting with close family and friends. She has recommenced her previous employment, initially doing 6 hours per week and now increasing to 15 per week. We continue to support Jane."

Port Lincoln Accommodation Support Team



Building independence and connection to community

Support for Minors

A child is a child—needing its parents, longing to feel safe. Sadly, this is not always possible.

A number of children arrive in Australia alone after they have been separated from their parents in their home countries or at refugee camps.

This heart-breaking situation warrants a caring solution and our **Unaccompanied Humanitarian Minors (UHM) Program** is the way we do this. As the sole provider of this service in South Australia, we organise residential care and support services to minors on certain visas in Australia who are under the guardianship of the Minister for Immigration and Border Protection. We support these children until they are 18 and ready to move out into the world with new skills and independence.

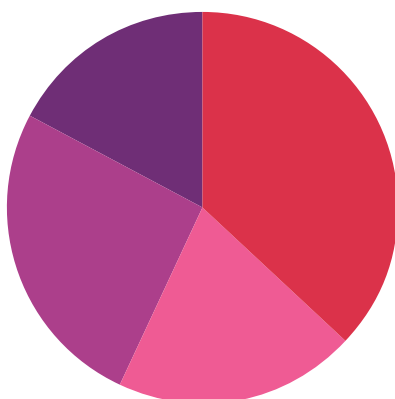
Through our Unaccompanied Asylum Seeker Minor (UAM) and Unaccompanied Humanitarian Minor (UHM) programs, Baptist Care SA supports children and young people who have fled their home countries and arrived in Australia without parents or guardians to care for them. While facing significant challenges, many of these young people have displayed wonderful resilience and are beginning to thrive in their new home.

One of our young people won a state-wide auctioneer competition while still at school. After being presented with her trophy at a special gala dinner, she was invited to compete at the Australasian Championships – where her “captivating” performance was awarded with the Encouragement Award! This achievement is incredible, not least as English is her second language.



- 37% Afghanistan
- 20% Iran
- 26% Africa
- 17% Other*

*Burma, Egypt, Syria, Bhutan, Sri Lanka, Iraq



Baptist Care SA’s Friendship Program matches asylum seekers or those with a refugee background with an Australian volunteer for friendship and to learn more about life in Australia.

81 refugees and asylum seekers from 17 different countries were matched with a Friendship Program volunteer mentor.



“Most of the people here, asylum seekers or refugees, they want to meet Australian people and make friends, but they are not able to. They feel shy when they meet new people... you’re offering us someone to teach us how to live, what the culture is, how to do shopping and much more. This program was perfect for me... Dan is my friend”.

Jon, Participant, Baptist Care SA’s Friendship Program.



Today, Baptist Care SA has more than 1200 dedicated and passionate staff and volunteers.

Together we find ways to build the capacity of individuals, families and communities – so that each person can achieve their goals and reach for their dreams.

What we do is not unique, but the way we do it is.



Staff attending Positive Culture Day 2017

'Star of the Month'

So many of our staff go above and beyond at Baptist Care SA. Our team at Mt Gambier decided to introduce a rewards system to acknowledge this. It's just a paper gold star on the wall of the office, but each of the recipients are pleased and proud to be recognised in this way and the rest of our staff feel encouraged too.

Kimberley was the first recipient of this award. She just happened to be 'in the right place at the right time' when one of our most challenging young clients became extremely agitated in a public place. It was a main thoroughfare and a potential danger. Single-handedly, Kimberley stood alongside our client and assisted him to reduce his anxiety and reach a calmer state. Subsequently our client received additional support. Well done Kimberley!

During the year Baptist Care SA offered eight student placements in four different service areas. Three students subsequently joined our staff.

"I applied to Baptist Care SA for employment for several reasons. Firstly, my experience in a student placement validated their reputation as a quality provider of community services. Secondly, working for an organisation that provides such a wide range of services will allow me to expand my experience and knowledge. My employment so far has already given me critical understanding of best practice and highlighted some of the many challenges faced in providing clients with the best possible outcomes. I look forward to taking this knowledge with me through the rest of my career".

Andrew

"During my last year of study at TAFE SA, I undertook a 140 hour placement at Baptist Care SA. I was treated as part of the team and given great insight into the 'working world'. Subsequently, I was lucky enough to be offered a permanent position."

Annika

Outstanding volunteers nominated for Premier's Award

The exceptional efforts of two of our volunteers were recognised in their nomination for the Premier's Certificate of Recognition for Outstanding Volunteer Service.

Kenas Tabeni has thoughtfully and sensitively supported Thamba, a Sri Lankan asylum seeker, through Baptist Care SA's Friendship Program. He's given way beyond expectations, spending 10 hours each week with Thamba, helping him learn English, access community services, apply for jobs, navigate the health system, connect to legal aid and use public transport.

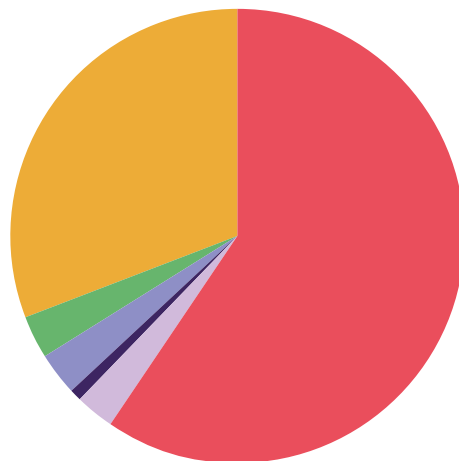
Kenas's experience as a new arrival from Zimbabwe 27 years ago inspired him to volunteer with Baptist Care SA's Friendship Program. With his help, Thamba - who rarely left his house - is feeling more confident and showing real improvement in his mental and physical health.

Pastoral Care Volunteer, Liz Pascoe, faithfully supports others each week at our WestCare Centre for vulnerable and at risk South Australians. She has a fun, caring nature and sees everyone as a fellow human being, regardless of their situation. Liz has a real gift for journeying alongside people and supporting them; directing them to the help they need and making sure that everyone feels valued and accepted.

Our thanks to Kenas and Liz for their passion and care - and thank you to all of our more than 240 volunteers who give so much and make such an amazing contribution to our community.



Liz with SoSo



Where our volunteers work

- 146 Homelessness
- 7 Children, Youth and Families
- 2 Corporate
- 7 Mental Health
- 8 Adventure
- 75 Refugees & Asylum Seekers

Our sincere thanks to the more than 100 people from the following thirteen Churches, and one school, who volunteered to serve meals on Sunday at Baptist Care SA's WestCare Centre:

Aberfoyle Park Baptist Church
Aldgate Baptist Church
Aldinga Bay Baptist Church
Bethlehem Lutheran Church
Holy Trinity Church
Lighthouse Community Church
Playford Baptist Church

Slavic Evangelical Baptist Church
Unley Park Baptist Church
Victor Harbor Baptist Church
West Beach Baptist Church
WestCare Baptist Church
Pembroke School (Boarders)



Baptist Care SA is governed by a Board with 10 members including the CEO (ex officio), the State Executive Minister of the Baptist Churches of South Australia (ex officio), and the President, Baptist Churches of South Australia (ex officio). There are four Committees of the Board being the Governance Committee, Corporate Finance & Audit Committee, Strategy & Growth Committee and the Church Ministry Committee.

Our Board



TIM JOHNSON
B Sc Chemical Technology
Chair
Governance Committee
Corporate, Finance & Audit Committee
Member of Rostrevor Baptist Church



REV MICHAEL MILLS
B Eng (Civil), Dip Th
State Executive Minister
Baptist Churches of South Australia
(Ex Officio)
Member of Blackwood Hills Baptist Church



JULIE LAWRIE
B (Business) Management,
Assoc Dip Business - Human Resource
Management & Industrial Relations
Deputy Chair
Strategy & Growth Committee
Member of Clovercrest Baptist Church



REV DANIEL BEASY
B Ministry
Church Ministry Committee
Member of Rostrevor Baptist Church



DAVID CRINION
Dip Tech Town Planning
Strategy & Growth Committee
Church Ministry Committee
Member of Trinity Baptist Church



TERRENCE FORRESTER
Corporate, Finance & Audit Committee
Member of Blackwood Hills Baptist
Church



FRANCES HARDY
**M Appl Sc Physiotherapy (Research),
 M Appl Sc Physiotherapy
 (Coursework), Grad Dip Health
 Science, Dip Tech Physiotherapy**
Corporate, Finance & Audit Committee
 Member of Parkside Baptist Church



REV JASON HOET
B Eng, B Th
 President of the Baptist Churches
 of South Australia
(Ex Officio)
 Church Ministry Committee
 Governance Committee
 Member of Blackwood Hills Baptist Church



MICHAEL HYNES
CPA
 Acting CEO (since May 2017)
(Ex Officio)
 Member of all Board Committees
 Member of Willunga Catholic Church



ALLAN PACKER
**B Sc (Honours), Grad Dip Computer
 Science**
Governance Committee
 Member of Parkside Baptist Church



CHRISTINE PARTINGTON
**BA Applied Arts, Public Health
 Education and Business Administration,
 Cert IV Human Resource Management,
 Cert III Leisure and Health.**
(Since June 2017)
 Member of Clovercrest Baptist Church



PAUL SCULLY
**BA, B.Th, M.Counselling, MA
 (Pastoral Care)**
 CEO (resigned May 2017)
(Ex Officio)
 Member of Grange Baptist Church



**“Tomorrow
isn’t so scary now –
I have somewhere
safe to go”**



Together we find a way

Baptist Care SA’s WestCare Centre is open six days a week and receives no government funding. It relies on the generosity of our donors to continue its vital services.

In the past year, we received 1100 financial gifts totalling \$387,366. We are immensely grateful to the many hundreds of donors who have given money, goods and time. Because of you, someone with nothing knows that they are thought of and cared about.



In the weeks before Christmas, one of our meeting rooms at Inner City became a Santa’s Cave as we received more than 200 gifts for the children attending the Centre. 80 families (more than ever before) and their children shared the joy. Everyone had a present.

Some gifts were purchased specifically for children with disabilities and delivered to their door. Eight year old Jessie was one of these children. She has suffered a stroke which affects her mobility. She was delighted to receive a wheelbarrow so she could continue to help her parents in the garden.

**“For I was hungry
and you gave me
something to eat,
I was thirsty and you
gave me something to
drink, I was a stranger
and you invited me in,
I needed clothes and
you clothed me”**

Matthew 25: 35 – 40

Every week our staff and volunteers at the WestCare Centre are privileged to receive gifts of non perishable food, blankets, warm clothes, thongs and other practical items to support our clients. More than 315 donations were made across the year. We particularly thank the following organisations for their generosity:



Aberfoyle Park Baptist Church
Aldgate Baptist Church
Aldinga Bay Baptist Church
Barossa Community Church
Blackwood Hills Baptist Church
Brighton Crash Repairs
Broadview Baptist Church
Burnside Christian Church
Catalyst Foundation
Chiropractic Solutions
Clare Baptist Church
Clovercrest Baptist Church
Copper Coast Community Church
Enfield Baptist Church
Flinders Street Baptist Church
Gables of St Morris
Gawler Baptist Church
Glen Osmond Baptist Church
Grange Baptist Church
Hackham Family Baptist Church
Hallett Cove Baptist Church
Holdfast Baptist Church
Holy Trinity Anglican Church
Influences Church Craft Group
Kimba Uniting Church
Knightsbridge Baptist Church
Kosmea Australia
Lighthouse Community Church
Lions Club of the City of Adelaide
Lockleys Baptist Church

Mannum Baptist Church
Mount Barker Baptist Church
North Adelaide Baptist Church
Norton Summit Baptist Church
Open House Church
Parkside Baptist Church
Peake Circuit Baptist Church
Playford Baptist Church
Rostrevor Baptist Church
Salem Baptist Church
Salisbury Baptist Church
Seaton Baptist Church
Semaphore Park Baptist Church
Somerton Baptist Church
St Bede's Anglican Church
St Leonards' Primary School
St Mary's Jacobite Syrian Orthodox Church
Trinity Baptist Church
Unley Park Baptist Church
Victor Harbor Baptist Church
West Beach Baptist Church
West Croydon United Church

The Baptist Care SA Foundation provides vital support to our Chaplaincy and Church Ministry work. Further details can be found in the Foundation's Annual Report.



We would like to acknowledge the following funding bodies for their life-changing investment in our programs and services:

Australian Government

- Country SA PHN
- Department of Health
- Department of Immigration and Border Protection
- Department of Prime Minister and Cabinet
- Department of Social Services
- National Disability Insurance Scheme

Local Government

- Adelaide City Council
- City of Tea Tree Gully

Non-Government

- Anglican Community Care
- Australian Red Cross
- CMV Foundation
- South Australian Council of Churches
- The Wyatt Trust

State Government

- Department for Child Protection
- Department for Communities and Social Inclusion
- Department for Education and Child Development
- Department of State Development
- SA Health

Our Accreditations

Baptist Care SA has a commitment to continuous improvement.



After 18 months of comprehensive work, Baptist Care SA successfully achieved voluntary certification against the Child Wise Standards for Child Protection in October 2016.



In May 2017, Baptist Care SA was re-accredited against the White Ribbon Standards, which demonstrates our position as a workplace in response to domestic violence.



In June 2017, Baptist Care SA successfully maintained accreditation against the National Standards for Disability Services. We undertake this accreditation voluntarily.



Baptist Care SA is a registered Charity with the Australian Charities and Not for Profits Commission. This highlights our commitment to transparency and accountability.



In February 2017, Baptist Care SA's Adventure maintained the 'tick of approval' under the Australian Tourism Accreditation Program.



A number of Baptist Care SA residential properties across different programs (including Alternative Care, Youth Homelessness and Disability) successfully completed their annual licensing under the South Australian Alternative Care Standards.



In April 2017, Baptist Care SA successfully renewed its accreditation under the Home Care Standards after meeting the 18 standards that regulate the quality of service of our Aboriginal Elders and Community Links programs.



In April 2017, Baptist Care SA successfully completed the mid-cycle accreditation review against the Quality Improvement Council (QIC) Standards. These are the highest accreditation standards within the health and community sector, at an organisational level.

Being Eco-friendly

Baptist Care SA continues to work to minimise our carbon footprint. A voluntary gap assessment against ISO 14001:2015 indicated that we are in a good position to start a process of alignment to the standards. Assessors highlighted that many quality systems are already in place.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
BAPTIST CARE (SA) INCORPORATED**

Report on the summarised financial statements

The accompanying summary financial statements of Baptist Care which comprises the summary statement of financial position as at 30 June 2017 and the summary statement of comprehensive income are derived from the audited financial statements of Baptist Care for the year ended 30 June 2017. We expressed an unmodified audit opinion on the full financial statements dated 25 September 2017.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Baptist Care.

Board of Governors' responsibility for the summary financial statements

The Board of Governors are responsible for the preparation of a summary of the audited financial statements in accordance with Australian Accounting Standards.

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Baptist Care for the year ended 30 June 2017 are consistent, in all material respects, with the audited financial statements, in accordance with Australian Accounting Standards – Reduced Disclosure Requirements.

MRL GROUP PTY LTD

Chartered Accountants



Mark LeCornu
Registered Company Auditor

25th September 2017

The summary financial statements have been derived from Baptist Care's full financial statements for the year ended 30 June 2017. The information included in the summary financial statements is consistent with the full financial statements.

The summary financial statements cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Baptist Care as the full financial statements.

The summary financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The summary financial statements are presented in Australian dollars.

BAPTIST CARE (SA) INCORPORATED
SUMMARY STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
INCOME		
Revenue	67,549,685	46,249,079
 EXPENSE		
Employee benefit expenses	51,863,585	36,545,611
Depreciation and amortisation expense	823,996	698,072
Other expenses from ordinary activities	7,168,723	4,843,965
	<hr/>	<hr/>
Operating Surplus	7,693,381	4,161,431
 Gain (Loss) on disposal of assets	 427	 32,713
Net donation paid from Baptist Care (SA) Foundation	642,690	625,463
	<hr/>	<hr/>
Income for the year	8,336,498	4,819,607
	<hr/>	<hr/>
 Transfer from (to) Spina Bifida Hydrocephalus Services Reserve	 0	 70,500
Transfer from (to) Special Projects Reserve	0	278,200
Transfer from (to) Individualised Services Project Reserve	0	125,000
Transfer from (to) St Lukes Distribution Reserve	0	213,163
Revaluation Reserve	3,535,964	0
	<hr/>	<hr/>
Total comprehensive Income for the year	11,872,462	5,506,470
	<hr/> <hr/>	<hr/> <hr/>

BAPTIST CARE (SA) INCORPORATED
SUMMARY STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	18,170,964	13,736,455
Trade and other receivables	9,356,209	6,631,544
Other	79,289	61,254
	<hr/>	<hr/>
TOTAL CURRENT ASSETS	27,606,462	20,429,253
	<hr/>	<hr/>
NON CURRENT ASSETS		
Property, plant and equipment	16,917,636	11,636,610
	<hr/>	<hr/>
TOTAL NON CURRENT ASSETS	16,917,636	11,636,610
	<hr/>	<hr/>
TOTAL ASSETS	<u>44,524,098</u>	<u>32,065,863</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	2,706,770	3,035,539
Borrowings	500,000	0
Provisions	1,506,883	1,199,779
Other	1,607,430	1,493,484
	<hr/>	<hr/>
TOTAL CURRENT LIABILITIES	6,321,083	5,728,802
	<hr/>	<hr/>
NON CURRENT LIABILITIES		
Other	0	6,508
	<hr/>	<hr/>
TOTAL NON CURRENT LIABILITIES	0	6,508
	<hr/>	<hr/>
TOTAL LIABILITIES	<u>6,321,083</u>	<u>5,735,310</u>
	<hr/>	<hr/>
NET ASSETS	<u>38,203,015</u>	<u>26,330,553</u>
EQUITY		
Retained surpluses	34,667,051	26,330,553
Reserves	3,535,964	0
	<hr/>	<hr/>
TOTAL EQUITY	<u>38,203,015</u>	<u>26,330,553</u>