



Annual Report 2017/18

Transition Pathways from
Adversity to Opportunity.



baptist
care sa

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



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 that is 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 standards.

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

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

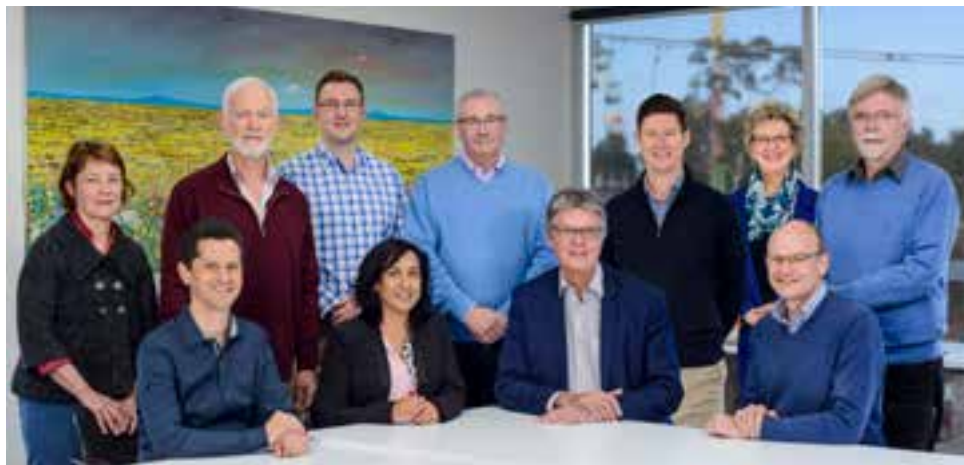
Innovation – fostering a culture of continuous improvement, staff engagement and improved client outcomes.

Our Locations



Adelaide

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



Baptist Care SA Board Members from left to right: Frances Hardy, Rev Jason Hoet, David Crinion, Andrew Earles, Julie Lawrie (Chair), Terrence Forrester, Graham Brown (CEO), Rev Dan Beasy, Christine Partington, Rev Mike Mills, Allan Packer

From our Chair

I once heard it said, that if we walk past someone in need, we are telling the world it is okay to ignore what we've seen. It is a thought-provoking statement that suggests our behaviours are important because they influence others, including those who may be watching how we respond.

In this past year, as I reflect on all that Baptist Care SA has accomplished, I'm pleased to report that across our organisation, there was much action and response as we have aimed to help those in need and empower others to join us as we serve.

From supporting the children entrusted to us by the State, to our homelessness services, and across the many other areas you'll read about in this report, Baptist Care SA has walked alongside those we serve – extending our care beyond the standard requirements.

From a governance perspective, we have focussed on these areas over the last year:

- managing executive team changes
- promoting stronger organisational culture to support our valued staff and volunteers
- enhancing policies and processes for a stronger foundation, that will prepare us for the future
- knowledge sharing around Biblical justice to equip and motivate the local Baptist churches.

Underpinning all of this has been our focus on revisiting our strategic direction and aligning it to our mission, as ambassadors of Christ. We have been blessed to have our new Chief Executive Officer, Graham Brown, who is a strategic and visionary thinker, successfully driving this process with his management team.

At a Board level, in November we farewellled our former Chair Tim Johnson and welcomed Andrew Earles as an ordinary member. Tim had served the Board for 6 years, 2 of these as Chair. We gratefully acknowledge his leadership and dedication.

As in previous years, Baptist Care SA has had a year of strong financial performance with revenue of \$73.1m and a surplus of \$3.1m.

Baptist Care SA is now venturing into a new season, where we are aiming to strengthen many of our existing services and invest into new service areas as we strategically look 5+ years ahead with our planning. In this next season, we are looking to effectively invest in systems and processes that will support our focus on finding ways to make lives better.

We thank you for standing with us as we shine His light in South Australia, and together, we support those in need.



Baptist Care SA CEO Graham Brown

From our CEO

Since January 2018 it has been my privilege to serve in the role of CEO for this amazing, mission-driven organisation.

Building on a proud heritage of faithful service to South Australia's disadvantaged people, groups and communities that spans over 100 years, I believe Baptist Care SA is now uniquely placed to have significant influence on the social justice of our State and beyond.

We are currently engaged in the development of a bold strategic plan geared toward new horizons of service and opportunity. This will drive the realignment and enhancement of our management structure and support transition pathways from adversity to opportunity for the thousands of people we work with every year.

Furthermore, our dedicated and professional team is energetically working to adapt to the significant public policy changes impacting on the community sector.

Areas of transformational change include:

- A shift in funding paradigm by Federal and State Governments from the historical 'block-funding' model toward 'fee-for-service' and 'payment by results' approaches that demand more commercially effective systems
- Successfully securing significant grants-funding which is enabling us to build organisational capacity to become a leading provider of NDIS services, and to support Aboriginal Communities, Baptist churches and their communities to gain access to NDIS resources
- Following SA's Child Protection Systems Royal Commission, we are advocating for systemic changes, deeper investment and the implementation of innovative service models to increase focus on targeted and intensive interventions with high risk families and their vulnerable children
- Development of therapeutic service models and restorative approaches to underpin the quality and consistency of our service provision
- Implementation of a new Client Journey Management System to enable our staff to be more mobile and to achieve better coordinated responses to the needs of the individuals they are supporting
- The 60th Anniversary of the Mylor Baptist Campsite was marked by a commitment of \$2.7M toward the development of a new dormitory, new kitchen and upgraded utilities that will enable further expansion of our Adventure Services
- Allocation of \$250K from the Baptist Care SA Foundation to support Collaborative Community Projects with local Baptist churches which has enlivened dialogue about how Baptist Care SA and local churches can work together
- Trusteeship of the funds in the estate of Mr Frederic Fricker has been passed to Baptist Care SA. The bequest directed that the money be used to establish a primary health care facility. Work is ongoing to develop a proposal to meet this requirement.

Finally, I gratefully acknowledge the ongoing support of our dedicated Board and the servant leadership of Michael Hynes who was Acting CEO from May 2017 – January 2018.



Aboriginal Services

For the third year running, Baptist Care SA's Inner City site held a community event to celebrate National Sorry Day and mark the beginning of Reconciliation Week.



Students from Temple College participating in our 'Service Learning'



Michael A'Hang displays his artwork



Guy and Allison enjoy the event

Baptist Care SA is on a learning journey, together with our Aboriginal community, Aboriginal and non-aboriginal staff.

The Foundations of our work together are:

- An acknowledgement of Aboriginal people, past, present and future as the traditional custodians of the land
- Past policy and practices of both Government and Church have resulted in injustice, disempowerment and disadvantage, including, but not limited to, colonisation and assimilation
- Baptist Care SA embraces the Government's official Statement of Apology to Australia's Stolen Generation.

We recognise that colonisation and assimilation have resulted in intergenerational trauma which has impacted on

- Poverty
- Parenting skills

- Childhood trauma and connection with child protection
- Mental health and misuse of alcohol and other drugs.

In working with our Aboriginal clients, we undertake a process called 'Cultural Mapping'. This is incorporated into assessments and provides insight into key influencing factors that have shaped client, family and community journeys. This knowledge promotes effective engagement, connection and outcomes.

Baptist Care SA values indigenous culture and has invested in a pro-active approach to positively engage with our Aboriginal staff. We take time to listen. Policies such as Cultural Leave have been introduced to support staff to attend traditional or ceremonial obligations. We have a Reconciliation Statement and we are in the process of renewing our Reconciliation Action Plan.



“Having a place of my own gives me safety and peace. I look forward to my family coming to stay – I don’t see them much”

Molly

John came to Baptist Care SA when he moved to Adelaide from Darwin. He’d lost his home and his family due to an ongoing struggle with alcohol and drugs. He’d walked out on a good job with responsibilities and prospects.



Initially, John stayed in a Baptist Care SA unit on Wright Street. He was an exemplary tenant and very focused on improving his life so he could once again have a steady job and a permanent home.

After six months, John had engaged medical support to deal with his anxiety and grief and was linked with Max Employment who assisted him to find a job and this brought hope, a social network, an opportunity to learn and a chance to connect. John then moved into private rental.

With further support, he was successful in gaining employment in Western Australia and is now settled there with a sense of self-confidence and a positive outlook for the future.

Exceptional Needs Unit Aboriginal and Torres Strait Islander Men’s Accommodation

- Four residents
- Two successful transitions to long-term accommodation

For our Elders

- 1631 hours centre based care
- 560 hours individual social support
- 1170 hours meals
- 940 hours transport

For younger Aboriginal clients

- 866 hours centre based care
- 122 hours individual social support
- 640 hours meals
- 133 hours transport Under 50s

Eastern Adelaide Aboriginal Specific Homelessness Service (Aboriginal Homelessness)

- 289 Clients
- 112 Case Managed Clients





Adventure

Mylor Adventure Camp 1957 – 2017

Celebrating 60 years of service to youth and to the glory of God

On 28 November, more than 500 members of the community, general public and distinguished guests gathered to celebrate 60 years of Baptist Care SA's Mylor Adventure Camp.

Established by the Baptist Churches of South Australia, 'Mylor Baptist Camp' as it was formerly known, has consistently provided an inspiring opportunity for people to learn, experience and enjoy the great outdoors. The sixtieth Anniversary event was a celebration of the camp's transformational past and exciting future.



"Mylor Adventure Camp truly provides and facilitates a wonderful space and opportunity for young people to gather and to connect with God and each other.

We had a wonderful weekend filled with vibrant worship, impacting teaching, deep small groups, excellent activities, authentic community and of course, great food".

Sam Whitwell,
Youth Pastor, Rostrevor Baptist Church



"Mylor Adventure Camp is embedded in the lives of so many people in Adelaide. There are four things that capture what happens here:

- We facilitate extraordinary camps and outdoor experiences that challenge, stretch and grow people
- We'd like to work with Churches to continue to offer a place where young people are challenged by God
- We want people to come as part of a group and leave as part of a community
- We aim to deliver outdoor therapeutic programs that develop and build a young person's sense of purpose, confidence and wellbeing".

Tobin Hanna,
Senior Manager, Adventure

2018 SA Recreation Industry Professional of the Year - Rurik (Roo) Symon



Roo Symon receives 2018 SA Recreation Industry Professional of the Year, (pictured with Tumbelin AoD program Team Leader Lou Flaherty and Adventure Services Manager, Benno Hopkins)

Baptist Care SA's 'Roo' Symon has been an Outdoor Instructor and Adventure Therapy Case Manager for almost nine years.

Roo has a real gift for building positive relationships with people from all walks of life and his passion for youth at risk has seen him make significant contributions to young people in our Tumbelin Drug and Alcohol minimisation adventure, Supported Accommodation and Flexible Learning programs.

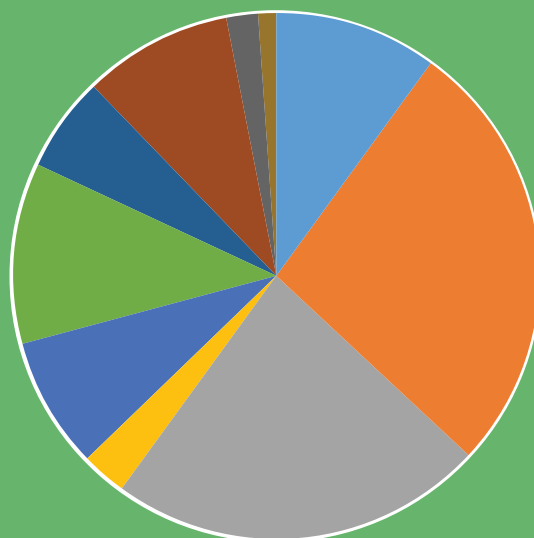
Each year Roo also mentors and trains casual outdoor instructors to set up and facilitate outdoor recreation activities across remote SA and Victoria.

The award acknowledges Roo's significant contribution to the South Australian recreation industry, including his mentoring of new graduates and his encouragement of youth at risk to engage with the great outdoors.

Well done Roo!

Mylor Adventure Camp

10,152 participants enjoyed adventures at Mylor in 2017/18



- 10% R-12 School
- 27% Primary School
- 23% High School
- 3% Baptist Care
- 8% Baptist Care
- 11% Church
- 6% Disability
- 9% Community
- 2% Private
- 1% Corporate

Tumbelin

- 196 young people throughout Southern Adelaide, Adelaide Hills, Fleurieu Peninsula, Eyre Peninsula, Murray-Mallee and the South East region have experienced our Tumbelin adventure therapy program.
- 250 have attended a school based experiential learning workshop.





Tumbelin GO: Building Your Career Adventure



“I don’t feel like the weight of the world is on my shoulders anymore.”

Joe was abandoned as a child and found living on the streets. Like most of the young people in Baptist Care SA’s Tumbelin GO program, Joe has a traumatic history and complex life situation. Many of the young people connected to the program face real and significant barriers to employment, including severe mental health issues, substance abuse and/or experiences of family and domestic violence.

But Tumbelin GO is a different kind of career planning program.

Delivered in the Southern Adelaide and Eyre Peninsula regions, Tumbelin GO is based on our belief that young people who can discover and experience connection with themselves and others, and develop and maintain their capacity to build positive, healthy relationships, are more likely to secure training and/or employment.

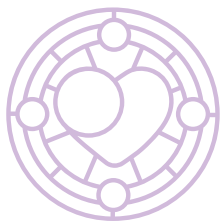
‘The activities help build confidence, resilience, problem solving, communication and other life skills (so that people can become job ready),’ explains career coach, Sue James.

Despite struggles with literacy and numeracy, Joe recently secured short term work where he impressed his employers with his work ethic and received a positive reference. He has now moved into his own home for the first time.

In its inaugural year, 66% of Tumbelin GO participants have been employed, enrolled in training courses and/or work/volunteer placements. Overwhelmingly, participants report improved self-confidence, self-worth, social skills and mental health.

empowering
YOUth
initiatives





Children, Youth and Families

Community Links gives Denise a fresh start

Just over 12 months ago, Denise engaged with Baptist Care SA seeking assistance to reconnect with her local community. She was in her early 70's and even though she was a very friendly person, she struggled to find the motivation to leave her home and often felt 'flat'. She was becoming very isolated.

Her worker supported her to venture out and organised catch ups over coffee with another elderly client who lived nearby. The two ladies hit it off and became good friends. As her confidence grew, Denise was able to share details of the abusive situation she was experiencing and received referrals for emotional support and legal guidance. Today, she is living happily in her new home and attends a social group at her local church every week.



A memory for life: Duke of Edinburgh Award students get to meet HRH Prince Edward!

During SA Youth Week in April, Duke of Edinburgh Award (DOE) participants Aria and Travis, our CEO Graham Brown and staff from our Youth, Education & Training Services had the chance to meet Prince Edward, Earl of Wessex.

The Queen's youngest son visited Salisbury as part of his National tour to attend the Commonwealth Games and promote the DOE Award scheme, named after his father Prince Philip more than 60 years ago.

Prepped with props for talking points including a backpack and photos, Aria and Travis were given the opportunity to discuss their activities and experiences with the Prince.

Baptist Care SA's DOE Award program challenges students to engage in the community, participate in physical activity and go on an adventurous journey. The program portfolio helps students learn about overcoming difficulties, building confidence and resilience, and taking responsibility for their choices.

Paola overcomes her anxieties and is on track to gain employment

Setting a good example for her three children and encouraging them to participate in their community is a priority for Paola. After years of trauma and abuse, and with little or no family support, she is determined to get her life back on track and find a job. As a participant in Baptist Care SA's Building Family Opportunities program, Paola has successfully achieved a Certificate III in Community Services and is completing a work placement. She has a mental health care plan in place and is feeling much more confident about the future.



Seed to Market sows Seeds for Life

Lucy had not worked for several years and was experiencing severe anxiety. Through 'Seed to Market' she gained cooking and customer service skills, as well as an understanding of local food production. Lucy's confidence blossomed and she has since started her own business.

Creative locals have developed valuable horticultural, retail, marketing, entrepreneurial and other workplace skills through our WorkReady program 'Seed to Market'.

The Fleurieu food bowl is famous for its fresh produce. The pilot project, run in partnership with Scoop SA, supported the local economy while helping to meet the growing demand for people to work in the region's horticultural industry.

Participants from Baptist Care SA's Building Families Opportunities (BFO) program co-created a product and were involved in all stages of food production, including propagation from seed, harvest, and the final production and sale of their merchandise at the local markets.

Almost a third of those involved in the project gained work or returned to higher education.



“I had given up all faith in the system and I didn’t believe in myself or others anymore, but you have never given up on me ... you have changed the way I think and so many things that I now do.”

Our Youth Mentoring Program is about providing mentors to young people under the Guardianship of the Minister to help them build their social and emotional wellbeing, develop new skills and achieve their goals.

Youth Education & Training

- 402 active referrals across the north, west, east and south regions of SA - a 75% increase from last year
- Engagement programs at the Salisbury and North Eastern Secondary Principal’s Network (NESPAN Learning Centre reached capacity for the first time
- 70% of referrals enrolled in accredited learning.

Adult Community Education

- More than 100 students participated in a variety of entry level training activities and programs
- 2000 training hours
- 70% of learners achieved a personal life, education and employment goal.

Building Family Opportunities

- 77 participating families
- 85% able to achieve employment and education outcomes
- 90% of children successfully reached their personal and vocational goals
- Baptist Care SA was granted contracts to deliver BFO in regional areas of SA, including Kangaroo Island, Fleurieu and Adelaide Hills.

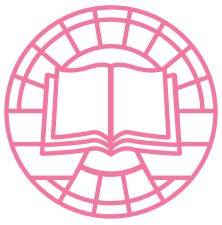
Community Links

- More than 90 participants, two thirds of which successfully transitioned to independently participating in their community.

Care Services

- 15 clients in our Stabilisation, Assessment and Transition Service (SATS)
- 45 mentees in the DECD Mentoring program
- 23 out of 24 beds filled in residential care
- Baptist Care SA in Mt Gambier currently runs STC, SILS, Residential Care and DECD Mentoring.





Churches

This year saw new innovations in the way we support and work with churches including:

The inaugural round of the Collaborative Community Projects.

This is an exciting initiative which facilitates the partnering of South Australian Baptist churches and Baptist Care SA to effectively mitigate disadvantage and strengthen local community. Subsequent project applications came from churches



who are already engaging with their local communities, have built relationships and are planning to continue to build on these. They included positive initiatives such as:

- strength-based mentoring of vulnerable children and families
- partnering directly with a Baptist Care SA service to provide a continuum of care by building friendships with vulnerable young people, and
- plans to facilitate connection between neighbours in areas of disadvantage.

The ongoing dialogue has enlivened existing relationships and helped form new ones.

- Members of 33 South Australian Baptist churches worked with us to support vulnerable people in their communities
- More than 450 members of Baptist churches participated in one or more of our workshops, conferences, courses.

The launch of 'My Choices: an A-Z of personal choices and practical preparation for end of life support'.

'My Choices' aims to help people effectively navigate the consumer directed care environment by thinking through the ways in which they wish to be cared for as they age and move toward the end of life.



We worked closely with individual churches to provide tailored support and specific information. We conducted workshops on topics such as domestic violence, single parenting, mental health and presented 'One Another Care' our foundation course in pastoral health and care. This has resulted in deeper relationships with these churches and an increase in their capacity to engage with and transform the lives of vulnerable people in their local community.

"This is one of the best courses I have ever undertaken! It has opened my eyes to many practical ways of working and understanding health, wellbeing and pastoral care – ones I can actually implement. It has given me confidence to get alongside people that I never thought I could support, just because of what I have learned today."

One Another Care participant Northern Gold Churches





Chaplaincy

Chaplaincy has continued to grow and break new ground during 2017/18 with the exciting establishment of the Central Adelaide Local Health Network Staff Chaplaincy based out of the Royal Adelaide Hospital; obtaining a grant from Department of Corrections around supporting ex-offenders to gain employment; and the development of new training to support staff in self-care and resilience building.

The RAH Staff Chaplaincy role releases experienced Baptist Pastor and Chaplain Rev. Paul Tyler into a paid role supporting vulnerable South Australians as they journey life changing moments within the health system. In addition, Paul brings that same compassion to the support of staff and patient families, a tangible expression of the love of God.

The 'Breaking Free' post release mentoring program for ex-offenders continues to support their community re-entry by wrapping the supports of a Christian community around them. The new grant has enabled some of our mentees to be supported directly in their search for employment by facilitating work experience in Christian businesses and providing basic equipment to support their employment such as appropriate workwear and basic tools. To date 3 of our 5 participants have found ongoing employment.



Prison Chaplain Richard chats with Trystram, Breaking Free Participant

"If I do what I've always done, I'll get what I've always got and that wasn't going in the right direction. I need to find new strategies and coping mechanisms. I'm at TAFE at the moment, studying commercial cookery which I started when I was in the Remand Centre. Hopefully I'll get my Certificate IV next year and I'll be a qualified chef".

Our team includes

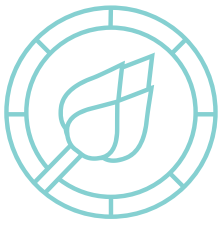
- **Rev Ian Warner:** Baptist Care SA – Coordinating Chaplain, focus in Staff Support
- **Rev Paul Tyler:** Central Adelaide Local Health Network – Royal Adelaide Hospital, Support of Patients, Families and Staff
- **Rev Judith Carpenter:** Gawler Health Service – Support of Patients, Families and Staff, focus in Palliative Care
- **Rev Richard Hawke:** Prisons – Adelaide Remand Centre – Offender support, Ex-offender mentoring and Church support around working with ex-offenders
- **Rev Lesley Vince:** RSL War Veterans Home – Residents, Families and Staff, Focus in building connection with Glen Osmond Baptist Church

The Self Care and Resilience training marks a shift towards a more proactive preventative role in addition to that of ongoing support. It seeks to equip staff with simple tools that will both increase the quality of their life and the longevity of their career in community services. The 3 hour training has received strong positive feedback from staff in its initial training sessions. Aspects of the content were also showcased at the Baptist Care Australia conference and again received excellent feedback.



- Baptist Care SA has worked with around 3000 people in 2017/18 through our hospital, prison and aged chaplaincies
- Staff Chaplaincy has engaged with more than 160 individuals and 25 teams





Baptist Care SA is a registered NDIS Provider

"Ages ago I was scared to ride a bike without training wheels. I was scared I was going to fall off and hurt myself. Sally (Baptist Care SA) took me to this bike training place. I was happy and I was excited, it was way too much fun."

Patrick (NDIS client)

In 2018 Baptist Care SA focused on building our position as a registered National Disability Insurance Scheme (NDIS) provider. Over the last few years, we have provided a number of services to people with disability under the existing funding arrangements. Many of these clients have transitioned (or are in the process of transitioning) to the new NDIS individualised model of funding.

The implementation of the NDIS represents significant social change for people living with disability. It also presents Baptist Care SA with an opportunity to use its experience and provide disability support services to South Australians so they can pursue their goals and dreams.

A Baptist Care SA project team was established in the latter part of the year to ensure we were both able to support existing clients transitioning to the NDIS and provide services to new clients. This required us to define the services we would offer and ensure qualified and experienced staff were available to deliver these services to clients.

David first came to Baptist Care SA in 2017. He'd moved from Melbourne to Adelaide to be near to his brother and his placement hadn't worked out. He settled into shared accommodation with one other person and, with appropriate support, clearly enjoyed his independence and taking care of his new home. One of his favourite places is Hahndorf (pictured) and is often out and about meeting new people. Since being with Baptist Care SA, David has thrived and always has a smile on his face.



Sensory Therapy Room offers safe space to learn and grow

As our NDIS client numbers grew, the need for a Sensory Therapy room became more urgent. During the year, we were able to realise this and create a safe space for those accessing Developmental Educator (DE) supports to learn and grow functional skills in life domains, including social communication, self-care, daily living and work ready skills. This also works well to develop and increase family involvement.

During a DE session a participant will work to explore and regulate their sensory needs, using items such as a rice sensory box, slime, shaving cream and other textured items. Social skills can also be a focus, using games, crafts and worksheets to develop and expand a sense of self and awareness of others.

Working together with family, care givers and others close to our clients, we are able to achieve positive outcomes both in the short and long term.



Staff member Sammi with Kate, NDIS client



- 63 clients supported under the NDIS
- an increasing number of young people in Short Term Care (STC) accessing NDIS plans.



Homelessness

Remembering 'Ma'

Baptist Care SA's WestCare Centre is a place to which many of our long-term clients feel a special connection. Even when they've found a safe place to live and are moving on with their lives, they come back to visit. Recently, there was a moving reminder of how important a sense of belonging and place can be.



Ma & Pa visit the WestCare Centre, 2017

'Ma' was well-known and respected in the Adelaide homeless community.

Although housed for over a decade, she'd previously spent the best part of 20 years living on the streets.

With her partner 'Pa', she was always quick to hand out blankets, street-wise advice and information on where to go for services. She carried buttons and thread with her, ready to repair clothes for anyone who asked.

Sadly, 'Ma' died recently. Baptist Care SA was honoured to host a small memorial gathering in the WestCare Chapel to give those who had known her over the years the opportunity to say their piece and acknowledge her passing. A scripture reading was included and together, everyone was able to gain some comfort and a sense of peace in a space where they felt secure and cared for.

Celebrating the resilience and creativity of our young clients

Baptist Care SA's CrossRoads home provides emergency accommodation for homeless teenagers and supports them to learn the independent living skills they need to thrive in their own lives and in the community. From there, 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 accesses grant funding from the Wyatt Trust to provide them with up to \$5000 worth of whitegoods and furniture to set up their new homes.

The Rotary Club of Unley, together with the Friends of the Women's and Children's Hospital, invested \$5000 each on renovating a garden shed, providing furniture and sensory items for relaxation, and using art to shine a spotlight on the resilience and creativity of the residents.

It was a great team effort with donors, volunteers, staff and residents working together over many months to bring this project to fruition.



Before



After



Trevor McQuirk, President, Rotary Club of Unley; Wendy Andrews, Committee Member with residents Jane and Michael



Wayne and Molly were regulars at our WestCare Centre. They attended the Carols together in December 2017. Sadly Wayne died in mid-2018. Molly is being cared for by friends.



Providing a Safe Place

On any night of the year in Adelaide, there are about 140 people sleeping rough. A number of these are not in contact with a service that can support their needs.

Baptist Care SA's ongoing commitment to support the vulnerable and at risk in our community has seen the organisation step up as a collaborator in several key initiatives:

The Code Blue (winter cold) and Code Red (summer heat) responses are a State Government initiative to assist rough sleepers susceptible to harsh weather conditions.

When a Code is issued, Baptist Care SA opens the doors of its WestCare Centre off Wright Street in the city for extended hours (5pm – 7am) providing food, shelter and access to showers. Additionally, workers are able to engage with those sheltering and offer appropriate support and referrals. This may include housing, but also involves improving their general health, education, tackling issues associated with drug and alcohol addiction and facilitating employment opportunities.



In 2017, the newly established Street Crew was able to build on these opportunities. Baptist Care SA was a partner agency for this pilot project to which provided a collaborative outreach service aimed at better supporting rough sleepers.

For the period February – November 2017, there were approximately 430 client interactions, and 73% of these were Aboriginal and Torres Strait Islanders.



Adelaide Zero Project

Auspiced by the Don Dunstan Foundation, the Adelaide Zero Project takes its lead from the United States-named 'Built for Zero' initiative that has seen seven communities achieve Functional Zero homelessness for veterans, and three communities for chronically homeless people.

Baptist Care SA is one of the collaborating community organisations and is actively involved in the planning, establishment and implementation of this project. Ultimately, this approach will include areas outside the Adelaide CBD and include other forms of homelessness such as couch surfing, inadequate housing etc.

Urban Education

Having an inner city presence since 1913 has enabled Baptist Care SA to develop a wealth of experience and knowledge that can inspire and motivate young people to get involved with their community. Our Urban Education options are designed to promote empathy and a holistic approach to social issues. More than 300 students visited our Westcare Centre in first 6 months of 2018.



Inner City

- 26,998 meals (breakfast and lunch) provided at the WestCare Centre
- 150 clients provided with direct support (one-off support provided by staff)
- 10 nights of Code Red and Blue serving more than 255 people
- 1425 food vouchers provided to support individuals and families
- 1882 food parcels distributed
- WestCare Court continues to provide accommodation and support for up to 8 men at any one time
- Five properties in the Inner City are provided to clients of our Inner Southern Youth Homelessness Service, the Eastern Adelaide Aboriginal Specific Homelessness Service and the WestCare Community Transition Worker Program
- The Adelaide Legal Outreach Service provided more than \$120,000 of pro bono legal aid.
- 66 bus tickets provided
- 205 occasions where assistance with prescriptions was provided (allows for up to three PBS scripts for a client who can't afford their medication)
- 371 petrol vouchers distributed
- 181 homeless clients met with our Community Transition Worker (including 20 who were case managed)

Inner Southern Youth Homelessness

- 238 clients
- 109 case managed clients
- 5255 bed nights

Urban Education

- Over 300 Students through the Westcare Centre in first 6 months of 2018





Mental Health

Baptist Care SA's Family Mental Health Support Services are focused on early intervention and prevention of mental illness in children and young people from 0-18 years old.

During the past year, key themes for referrals have included:

- family stress/trauma
- parent-child relationship support
- behavioural problems
- emotional regulation/outbursts
- low self-esteem
- loss and grief.

AniME

The AniME program uses art therapy to support children to build their self identity, recognise their strengths and increase their self-awareness and self-esteem. Clay work as part of AniME provides a creative way to explore safety. These clay figures represent the individual's expression of safety. Specifically, safety is captured within these clay works as symbols that are meaningful to the creator. During the AniME program, each participant is invited to create their own symbol of safety.



Maya struggled after her Mum left their family. She didn't understand why she'd gone and her Dad found it difficult to talk about. He was finding Maya's behaviour difficult to manage and she was having problems at school.



With counselling support, an action plan was developed for the family, including Maya, her Dad and her female guardian. Key teaching staff also participated to support Maya's learning and development.

Gradually Maya has been able to express her loss and begin to understand her mother's disappearance, using expressive art methods in a safe and supportive environment. Her father has been offered support to develop his parenting knowledge and skills. The family is on track for a positive future.

Friendship Club a Winner

"Overall (the program was) really valuable. I have spoken with several parents who were delighted ... and had meaningful conversations with their children each week after class.

We have seen growth in many of the students involved and as a result, we've decided to keep the group together and continue with friendship type activities, games and role plays for at least a few more weeks and hopefully longer."

Riverdale Primary School staff member.



Calmer Kids

"... a huge thank you to the Baptist Care SA team for your time and expertise. The program was fan-tastic. The children are now taking turns to lead our classes through guided meditation!"

Northfield Primary School

Salisbury:
43 long term clients

Adelaide Central:
42 long term clients

Community Education:
637 participants

Cybersafe:
649 children





Refugees and Asylum Seekers

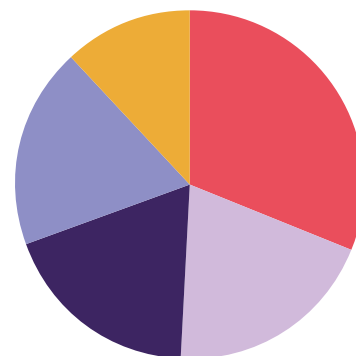
Baptist Care SA's Friendship Program continues to offer a warm welcome and practical support for new Australians with a refugee background. Over the past 12 months, we have been able to extend the reach of the program as a result of successfully winning a grant from the South Australian Council of Churches. Not only did this resource another (part-time) staff member for 6 months, but it also provided the opportunity to promote the program in Salisbury as well as in the city. During the year, free interactive training for volunteers was offered in both sites and more than 65 people attended.



From left to right: Lucy, Luke, Kit, Sarkhunea, Ben, Mubin, Fakhria, Zainab and Abdul, participants in the Friendship Program

Countries of origin for those welcomed into the program include:

- 32% from Afghanistan
- 20% from Iran and Iraq
- 19% from Syria
- 19% from Africa (Burundi, Congo, Eritrea, Ethiopia, Ivory Coast, South Sudan)
- 12% from Asia (Bhutan, Nepal, Pakistan, Sri Lanka)



- 2 clients thriving in our Unaccompanied Humanitarian Minors (UHM) Program. Contract extended for 12 months.
- 59 new Australians and 61 participating volunteers involved in the Friendship Program



New study, new life: Satta settles in with a little help from a local friend

"My name is Satta and I was born in Liberia. I came to Adelaide in 2015 on a refugee visa. I am currently studying Certificate 2 in English at TAFE SA.

I was matched with a volunteer called Barbara, through Baptist Care SA's Friendship Program.

Barbara has been very helpful to me and our time together is always fun. We do some English practice and talk about life in Australia – and I tell her a bit about life in Africa. We share some traditional food and a cup of tea.

We've been to some very special places together – including the Art Gallery and my first ever trip to the beach. It was so lovely to feel the water and the sand, and to see the beautiful sunset. I have also visited Barbara at her home and have met her husband, daughter and mother."



Satta (wearing blue in centre) and Barbara (in purple) at the End of Year Party for participants of Baptist Care SA's Friendship Program



Our People

In February 2018, Kristen Forbes graduated with her Certificate IV in Leadership and Management. This represented a tremendous commitment over nine months and she was granted study leave one day a week to attend class. Kristen, who is a Narrunga and Luritja woman with Afghan ancestry, began as a volunteer with Baptist Care SA two years ago and is now a valued member of staff working across three Inner City programs. Minister for Multicultural Affairs, the Honourable Zoe Bettison MP, presented Kristen with her graduation certificate in front of her proud Baptist Care SA friends and colleagues.



Kristen (third from left) with the Minister and colleagues at her graduation

“Volunteers such as yourself play a vital role in responding to the needs of people who come to Baptist Care SA for support... together we serve as a ‘Community of Contributors’ where our collective optimism far outweighs the fears that can entrap both ourselves and others. We really appreciate the contribution you each make to improving the quality of life for the courageous people we work with every day”.

Graham Brown, CEO, January 2018



Some of our valued volunteers at the National Volunteers' Week Morning Tea

Our inaugural annual conference was held at Edwardstown Baptist Church on 20 November. More than 250 staff, volunteers and students attended across the day. With inspiring speakers, staff recognition awards, great food from the Mylor kitchen and more – this was a great time of reflection, conversation, learning and celebration.

Keynote speakers Penny Wright, Guardian for Children and Young People, spoke of the need to care for and give children a voice in society and Derek Stamoulis from Leadership Learning Dynamics talked about customer service using Disney, Southwest Airlines and others as examples of companies that focus on cultural excellence.



Penny Wright, Guardian for Children and Young People speaks to conference attendees. A range of workshops were offered on topics including: Urban Education, Restorative Practice, Disability and the NDIS



Baptist Care SA staff members Sarah Pastro and Chelsea Hodge presenting in the Disability and the NDIS workshop



Special acknowledgement was made of Hazel Selby who has volunteered with Baptist Care SA for more than 25 years, pictured here with acting CEO Michael Hynes



Marco, Feruz, Peter and Kevin catch up over Morning Tea

"My experience at Baptist Care SA has been confidence-building and inspiring. I have learned so much already and continue to do so each week on my placement days. I am grateful for the opportunity and to the Case Managers for sharing their knowledge and experience with me on my learning journey."

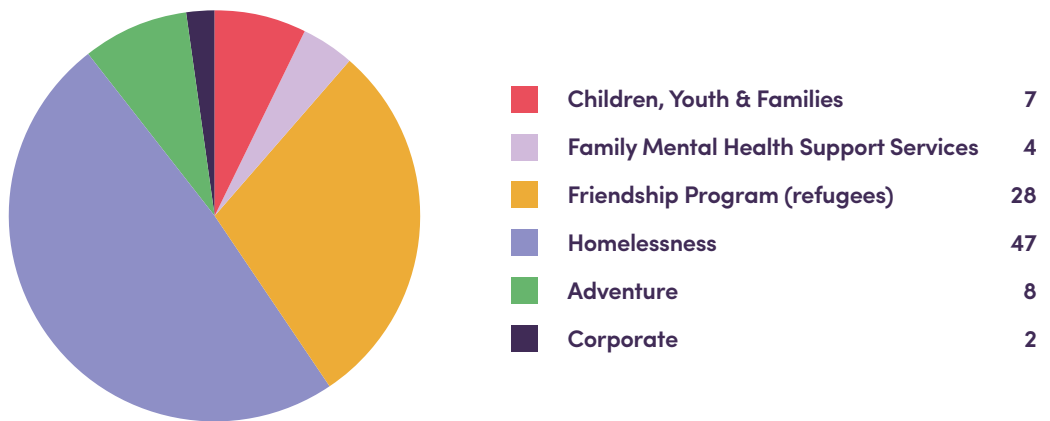
Lauren Nettle, student with Family Mental Health Support Services



More than 140 volunteers from the following Baptist churches (and one school) served meals on a Sunday at WestCare during 2017 – 18:

- | | |
|------------------------------------|------------------------------|
| Aberfoyle Park Park Baptist Church | Pembroke Boarding House |
| Aldgate Baptist Church | Seeds Uniting Church |
| Bethlehem Lutheran Church | Trinity Baptist Church |
| Hallet Cove Baptist Church | Trinity City Church |
| Holdfast Baptist Church | Victor Harbor Baptist Church |
| Lighthouse Community Church | WestCare Baptist Church |
| Parkside Baptist Church | |

We are very grateful to the 96 regular volunteers who work across our organisation in the following services:



- 1001 staff
- 5 students
- 288 volunteers

Our Supporters



Nest of Earth Walkers

In August, Baptist Care SA recognised Homelessness Week with a special donor event in partnership with Fly Bird Fly Studio. Art created at the Baptist Care SA Inner City Art Workshops was showcased, together with pieces from studio artists Sunshine March, Andrew McDonough and Nathan March.

The exhibition was also a part of SALA month.

Conquerors of the Overland

In July, six young people in our Youth Education and Training Services (YETS) returned victorious after completing a gruelling 60 km hike through ancient rainforests and mountainous terrain to complete the Adventurous Journey component of the Duke of Edinburgh award.

As an accredited award provider for the Duke of Edinburgh, Baptist Care SA facilitated the six-day trek which saw participants experience the physical and mental challenges of Tasmania's world renowned Overland Track.



But for these young participants, their first challenge was getting there in the first place.

While families budgeted and saved, for many the trip costs meant the experience would remain out of reach.

But thanks to an incredible fundraising effort which included special events and donations from individuals, businesses and service clubs, over \$10,000 was raised. Baptist Care SA then self-funded the remaining \$10,000 funding gap, making it possible for the participants to be a part of this trip of a lifetime.

Well done to our young trekkers and a big thank you to our generous donors, including the Rotary Clubs of Elizabeth and Golden Grove, Lions Club of Modbury, Scouts Outdoor Centre, The Wyatt Trust, Baptist Care SA Adventure Services and Baptist Care SA Deadly Pathways.

*God is not unjust; he will not forget your work and the love you have shown him as you have helped his people and continue to help them.
Hebrews 6:10*



A gift for every child

With the help of generous donations and dedicated volunteers, we provided Christmas lunch to more than 100 clients on Christmas Day and gave gifts to more than 270 children. The team at Australia Post, Gouger Street, collected almost 100 gifts from their employees.

My Country, My Christmas

As part of their 2017 Christmas Campaign 'My Country, My Christmas', MAX Employment donated \$6 to Baptist Care SA's WestCare Centre for every person placed into work from October to Christmas Eve. During this period they placed 823 people, so their gift was \$4,938!



Carols in the Square

Our annual Carols in Whitmore Square was once again a very special community celebration. The event allowed clients, staff, neighbours, volunteers, members from our Baptist churches, our Board members and special guests to gather and share in the true meaning of Christmas. The program was compered by Kit & Pete from Life FM, with performances by Holdfast Bay Concert Band, Tutti Chori, Matteo Mazzilli and Andrew McDonough.

We would like to give a big thanks to our sponsors Street Fleet and Beyond Bank, the Adelaide City Council for their ongoing and invaluable support, WestCare Baptist Church and the wonderful young baristas from our Youth, Education & Training program – as well as our staff and volunteers.

Every day, our staff and volunteers at our Inner City site are humbled to receive gifts of non-perishable food items, blankets, thongs, beanies, toiletries and sanitary items, mugs, scarves and more. More than 320 gifts in kind received during the year from 68 organisations.



From left to right: Chris Partington, Baptist Care SA Board; Lord Mayor Martin Haese; Margaret Green, Beyond Bank; Michael Hynes, Acting CEO; David Crinion, Baptist Care SA Board; Julie Lawrie, Chair, Baptist Care SA Board; Meredith Waterhouse, Street Fleet; Allan Packer, Baptist Care SA Board; Frances Hardy, Baptist Care SA Board



Young people from our YETS program serving coffee

Strong Girls

This amazing group of young girls organised a fundraising drive amongst their friends to gather toiletries and sanitary items for our Winter Appeal. We were delighted to host them and their parents for lunch at the WestCare Centre, so they could see first-hand the difference they had made.



We would like to say a special thank you to the following churches and organisations:

- | | | |
|-------------------------------------|-------------------------------|------------------------------------|
| Aberfoyle Park Baptist Church | Gables of St Morris | Parkside Baptist Church Inc |
| Aldgate Baptist Church | Gawler Baptist Church | Pilgrim School |
| Aldinga Bay Baptist Church | Grange Baptist Church | Playford Baptist Church |
| All Nations Baptist Church | Hackham Baptist Family Church | Rostrevor Baptist Church |
| Australia Post Adelaide Mail Centre | Hallett Cove Baptist Church | Rotary Club Of Regency Park Inc |
| Blackwood Hills Baptist Church | Holdfast Baptist Church | Salem Baptist Church |
| Camden Baptist Church | Holy Trinity Anglican Church | Salisbury Baptist Church |
| Catalyst Foundation | Hope Church | Seaton Baptist Church Inc |
| Chiropractic Solutions | Kimba Uniting Church | Seaton Baptist Women's Fellowship |
| City of West Torrens | King's Community Church Inc | Share the dignity |
| Clare Baptist Church Inc | Knightsbridge Baptist Church | Somerton Baptist Church Inc |
| Clarendon Primary School | Kosmea Australia | Soul Food Christian Community |
| Clarendon Uniting Church | Lighthouse Community Church | Sunday Mail Blanket Appeal |
| Clovercrest Baptist Church Inc | Little Hampton Baptist Church | Swanbury Penglase |
| East Adelaide School | Lockleys Baptist Church | Tea Tree Gully Community Church |
| Elementary Coffee Co | Mannum Baptist Church | Temple Christian College Mile End |
| Elly Cafe | Mothers' Union | Temple Christian College Paralowie |
| Enfield Baptist Church | Mount Barker Baptist Church | Trinity Baptist Church |
| Enfield Baptist Church | My Kingdom For a Horse | Unley Park Baptist Church |
| Flinders Street Baptist Church Inc | North Adelaide Baptist Church | Victor Harbor Baptist Church |
| FMG Engineering | Norton Summit Baptist Church | West Beach Baptist Church |
| Foodbank SA | ONRSR Adelaide Office | West Croydon United Church |
| | Open House Church | |

A huge thank you to all the individuals, community groups and businesses who generously donate to support our work with South Australia's most vulnerable and disadvantaged. Your gifts are truly life-changing.



Thank you to the Baptist Care SA Foundation whose generosity provides capacity building funding to support projects of strategic importance. **More details are available in the Foundation's Annual Report.**

Acknowledgments

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 Jobs and Small Business
- Department of Health
- Department of Home Affairs
- Department of Prime Minister and Cabinet
- Department of Social Services
- National Disability Insurance Agency
- National Disability Insurance Scheme

State Government

- Department for Child Protection
- Department for Correctional Services
- Department for Education and Child Development
- Department of Human Services
- Department of Premier and Cabinet
- Department of State Development
- Department of Treasury and Finance
- SA Health

Local Government

- Adelaide City Council
- City of Tea Tree Gully

Non-Government

- Duke of Edinburgh's International Award
- South Australian Council of Churches
- The Wyatt Trust



Our Accreditations

As Baptist Care SA proactively pursues innovation in service delivery, the Quality team continues to support all staff to maintain excellence through continuous improvement.

Our ongoing Quality Improvement Program (Internal Audit, Client Feedback, Client Outcomes Measures, Service Evaluation and Staff Satisfaction) continues to work proactively to match the growth of our organisation. In addition, we have expanded our capacity in Service and Program Evaluation and Risk Management.

In July 2017, Baptist Care SA was reaccredited as a White Ribbon Workplace. This means we actively challenge inappropriate behaviour and strengthen gender equality within our own and the broader community.

In the past year, Baptist Care SA successfully maintained its accreditations with the National Standards for Disability Services, Australian Tourism Accreditation and the Child Wise Standards.



Nkweto Nkamba, White Ribbon Ambassador; Catherine Chalmers, acting Senior Manager Quality & Innovation; Michael Hynes, Acting CEO, with Ronan Smyth, Workplace Accreditation Program



Quality Improvement Council (QIC) Standards are the highest accreditation standards within the health and community sector, at an organisational level.



Baptist Care SA's Mylor Adventure Camp holds the 'tick' of the Australian Tourism Accreditation Program.



Standing against domestic violence – We are a White Ribbon accredited workplace.



Quality for our senior citizens – meeting the Home Care Standards means that our Aboriginal Elders and Community Links clients are in good hands.



Baptist Care SA holds voluntary certification against the Child Wise Standards.



Alternative care the community can trust – we are up to date with mandatory licensing of all our residential care properties.



Leading the way in disability services quality – Baptist Care SA holds voluntary accreditation against the National Standards for Disability Services.



The ACNC Tick of Charity Registration provides reassurance that Baptist Care SA is transparent and accountable and listed on the ACNC Charity Register.

Financial Statements 2017/18



**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 2018 and the summary statement of comprehensive income are derived from the audited financial statements of Baptist Care for the year ended 30 June 2018. We expressed an unmodified audit opinion on the full financial statements dated 24 September 2018.

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 2018 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

24th September 2018

The summary financial statements have been derived from Baptist Care's full financial statements for the year ended 30 June 2018. 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 2018

	2018	2017
	\$	\$
INCOME		
Revenue	73,173,628	67,549,685
EXPENSE		
Employee benefit expenses	62,196,633	51,863,585
Depreciation and amortisation expense	915,617	823,996
Other expenses from ordinary activities	7,605,524	7,168,723
	<hr/>	<hr/>
Operating Surplus	2,455,854	7,693,381
Gain on disposal of assets	4,018	428
Net donation paid from Baptist Care (SA) Foundation	658,345	642,690
	<hr/>	<hr/>
Income for the year	3,118,217	8,336,499
	<hr/>	<hr/>
Transfer (to) Community Collaborative Project Funds	(250,000)	0
Revaluation Reserve	0	3,535,964
	<hr/>	<hr/>
Total comprehensive Income for the year	2,868,217	11,872,463
	<hr/>	<hr/>

BAPTIST CARE (SA) INCORPORATED

**SUMMARY STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	22,885,317	18,170,964
Trade and other receivables	6,262,532	9,356,209
Other	70,810	79,289
	<hr/>	<hr/>
TOTAL CURRENT ASSETS	29,218,659	27,606,462
	<hr/>	<hr/>
NON-CURRENT ASSETS		
Property, plant and equipment	17,859,409	16,917,636
	<hr/>	<hr/>
TOTAL NON-CURRENT ASSETS	17,859,409	16,917,636
	<hr/>	<hr/>
TOTAL ASSETS	<u>47,078,068</u>	<u>44,524,098</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,992,473	2,706,770
Borrowings	0	500,000
Provisions	2,236,853	1,506,883
Other	1,527,510	1,607,430
	<hr/>	<hr/>
TOTAL CURRENT LIABILITIES	5,756,836	6,321,083
	<hr/>	<hr/>
NON-CURRENT LIABILITIES		
Other	0	0
	<hr/>	<hr/>
TOTAL NON-CURRENT LIABILITIES	0	0
	<hr/>	<hr/>
TOTAL LIABILITIES	<u>5,756,836</u>	<u>6,321,083</u>
	<hr/>	<hr/>
NET ASSETS	<u>41,321,232</u>	<u>38,203,015</u>
EQUITY		
Retained surpluses	37,535,268	34,667,051
Reserves	3,785,964	3,535,964
	<hr/>	<hr/>
TOTAL EQUITY	<u>41,321,232</u>	<u>38,203,015</u>



130 Rose Terrace
Wayville SA 5034

T **08 8273 7100**
enquiries@baptistcaresa.org.au
baptistcaresa.org.au

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