



BaptistCare

Annual Report 2020



*Because
we care*



We welcome you to the 2020 Annual Report for BaptistCare. This year has been one of milestones and challenges; a year where our perseverance and resilience has been stretched and tested.

We have deep gratitude for all that this year has encompassed. We believe we have become stronger, with an even deeper faith in our gracious and loving God, who has sustained us throughout our 75-year history, and especially this year.

The year began with events and activities to honour our 75th anniversary, and we launched a commemorative book capturing 75 stories, services, events and people who are part of the rich tapestry that is our history.

Undoubtedly, the COVID-19 global pandemic has had a significant impact on our organisation, in particular as our aged care home, Dorothy Henderson Lodge in Macquarie Park, became the first home in Australia to experience a COVID-19 outbreak in March 2020.

BaptistCare's Crisis Response Team was activated and for 60 days we worked closely with the local Public Health Unit, the State and Federal governments, and health agencies until the outbreak was declared over in May 2020.

It was heartbreaking that six of our residents passed away from COVID-19, and their memories will be treasured by BaptistCare. We are however thankful that 15 residents and staff did recover.

Our unique experience with this outbreak led us to make a voluntary submission to the Royal Commission into Aged Care Quality and Safety. This included the appearance of former CEO, Ross Low and Melanie

Dicks, Residential Regional Operations Manager (Southern) to give evidence to the Royal Commission at a hearing on Monday 10 August 2020, followed by a letter of appreciation from the Commission for the beneficial contribution we made.

Managing our aged care homes throughout this health crisis has also been a significant activity, ensuring the utmost protection of our residents and staff with ongoing visitor restrictions in place.

While our COVID-19 response was preoccupying, the year also saw a new aged care home welcomed into our portfolio of homes in February 2020 (Bethshan Gardens Centre, in Wyee), the continued roll-out of our person-centred and relational care approach, MyTeam®, with 16 of our 18 homes successfully implementing the care model, and the celebration of all our aged care workers during International Nurses Day in May 2020.

Our BaptistCare at home division also experienced disruption to the delivery of home care services but maintained their focus on ensuring that clients who were at risk or isolated continued to receive care. The At Home team continued to develop its Well-Living® program, focusing on the re-ablement of our customers through allied health staff and training our employees to 'do with', rather than 'do for' our customers. The division also successfully applied for funding to provide clients with 'Breezie' tablets, enabling seniors to interact online and learn new skills, overcoming potential isolation.

For our Community Services teams, the health crisis was closely related to the ensuing economic crisis. With our customers already experiencing disadvantage and uncertainty, our teams moved quickly to secure funding from local Councils, enabling them to deliver emergency relief support into vulnerable communities.

The division also delivered research into the experience of migrant women working in Sydney's lower-end brothels, covered exclusively via ABC's The Drum and news platforms, developed mental health resources for the same client group, and supported rural and farming communities in the Central West as part of their ongoing commitment to providing places of hope.

Significant work continued on our Social and Affordable Housing Fund community housing developments. Our Newcastle, Central Coast and Blue Mountains locations were all completed this year, with seniors and single-parent families moving into much-needed secure housing.

Similarly, our Retirement Living division delivered key developments including the third and final stage

of The Gracewood Community in Kellyville, stage two of our Maranoa Village development in the Northern Rivers, and commenced building and sales for our newest retirement living community in the ACT, Yarra Rossa.

We have greatly enjoyed ongoing collaboration and partnership with the Baptist Association, including our connection through the Pastoral Care Volunteers program, Train the Trainer Days and over the summer, working together to respond to disaster-impacted communities suffering from bushfires.

Financially, it has been an incredibly challenging year, and we are thankful to have qualified for JobKeeper in its first phase to help support our staff. The additional expenses relating to COVID-19 had a significant impact on our financial performance.

This year our staff and volunteers have met challenges no one could foresee, and in every instance, they rose to excellence, bringing to life our values and ensuring our customers and their safety continued to be our absolute priority. To all of our employees and volunteers, we thank you.

To all of our Directors, our Executive Team and Senior Leadership Group, we extend a deep appreciation for your skill, talent, insights and acumen. Thank you for your deep commitment to your teams and BaptistCare.

We thank Director Judith Carpenter, for her service including three years as Chair, and also express gratitude to Directors Robyn Worsley and Stuart Abbott, who both retired from the Board this year.

We also honour the 16 years' service of recently retired Chief Executive Officer, Ross Low. Ross led the organisation with great aptitude and humility and as a model of servant leadership, retiring on 14 August 2020.

We know this has been a year like no other, however, we meditate on the words of Psalm 46 as we move into this next year: "God is our refuge and strength, an ever-present help in trouble. Therefore we will not fear..."



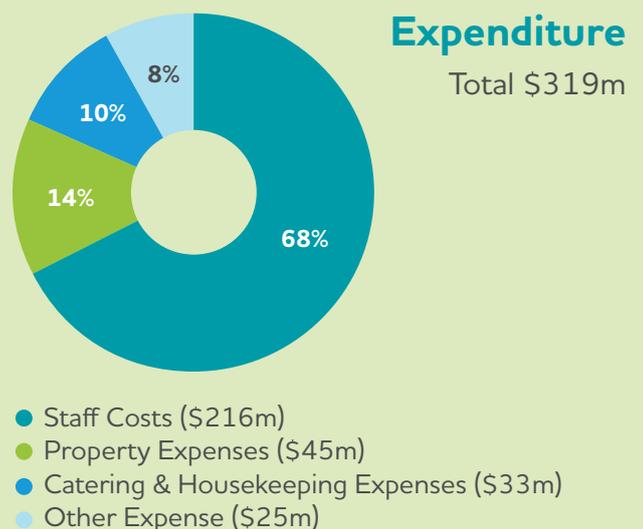
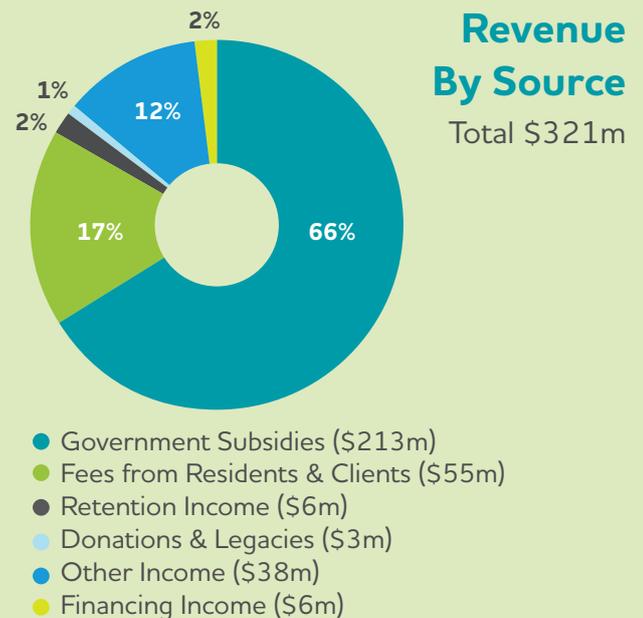
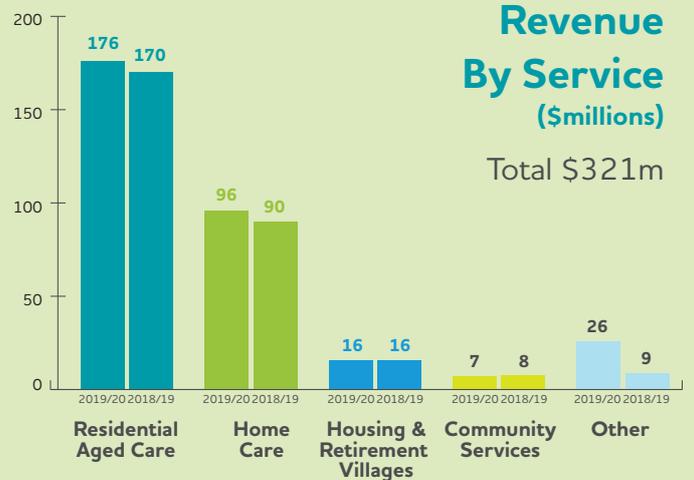
Robert Dunn
Chair



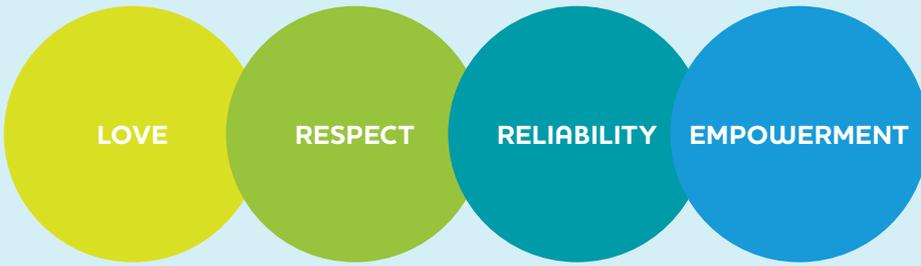
Charles Moore
Chief Executive Officer

Read our complete Annual Report at BaptistCareAnnualReport2020.org.au

Our Financials



Our Shared Values



Our People



We have
3,622
employees



85% Female | **15%** Male



Full time employees **553**
Part time employees **2,611**
Casual employees **464**



Total Volunteers **834**

Longest serving volunteer

35 yrs



Our oldest volunteer is turning **105 this year**

Our youngest volunteer is **16 years old**

Our Services



75 BaptistCare Locations

At BaptistCare we create strong and caring communities that value personal well-being and each other.



22 HopeStreet and Counselling Locations



18 Residential Aged Care Homes



11 Community Housing Sites



10 Retirement Living Villages



1,174 Suburbs serviced by At Home

Our Customers



Total Customers

17,242

We believe that true care comes with love. It is this belief that makes us who we are.



We deliver care to **8,755 Home Care clients**



We give support to **6,210 Community Services clients**



We provide care to **1,705 people in Residential Aged Care**



We provide **Retirement Living to 688 over-55s**



We provide **Community Housing to 367 tenants**

Year in Review

A look at our year through the eyes of our Facebook Community



Spring Kidz Early Learning Centre, 24 October 2019 20 7 1,079

We were delighted to have PRIME7 News Wagga capture some special little visitors from Spring Kidz Early Learning Centre who dropped into BaptistCare Caloola Centre ahead of National Grandparents Day, where gifts & treats were handed out!



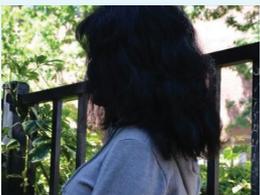
75 Years Of Caring, 11 November 2019 22 7 1,105

As we celebrate our 75th anniversary, we invite everyone to join with us as we journey through history to explore our beginnings. Lola Cousemaker, one of our early visionaries, was there at the start & went on to care for over 160 children across 30 years of service.



Social Housing Supply Boost, 2 December 2019 54 3 1,737

A big welcome to our newest tenants at our community housing location in Point Clare. Everyone deserves a roof over their head. We're so happy to have Kerry and her neighbours with us at BaptistCare Bouddi Place.



'She wanted me working 24 hours', 3 December 2019 15 13 1,288

We've worked exclusively with ABC The Drum to release research revealing the experiences of some of the migrant sex workers we work with at BaptistCare HopeStreet. Our own Jess Davidson is on the panel. Tune in tonight.



International Volunteer Day, 5 December 2019 30 10 1,140

This International Volunteer Day, we're honouring our dedicated volunteers who serve alongside our staff in transforming lives. More than 1,000 individuals bring care, comfort & compassion to our residents & clients each day. On their behalf, we say THANK YOU!



COVID-19 Hand Hygiene Tips 11 March 2020 295 4 82,155

In response to the COVID-19 outbreak at Dorothy Henderson Lodge, we held a Q&A session with NSW Health experts, including Dr James Branley who was part of the Wuhan response team. To educate us all we're sharing some helpful & insightful answers.



96-year-old survives COVID-19, 25 April 2020 112 56 3,240

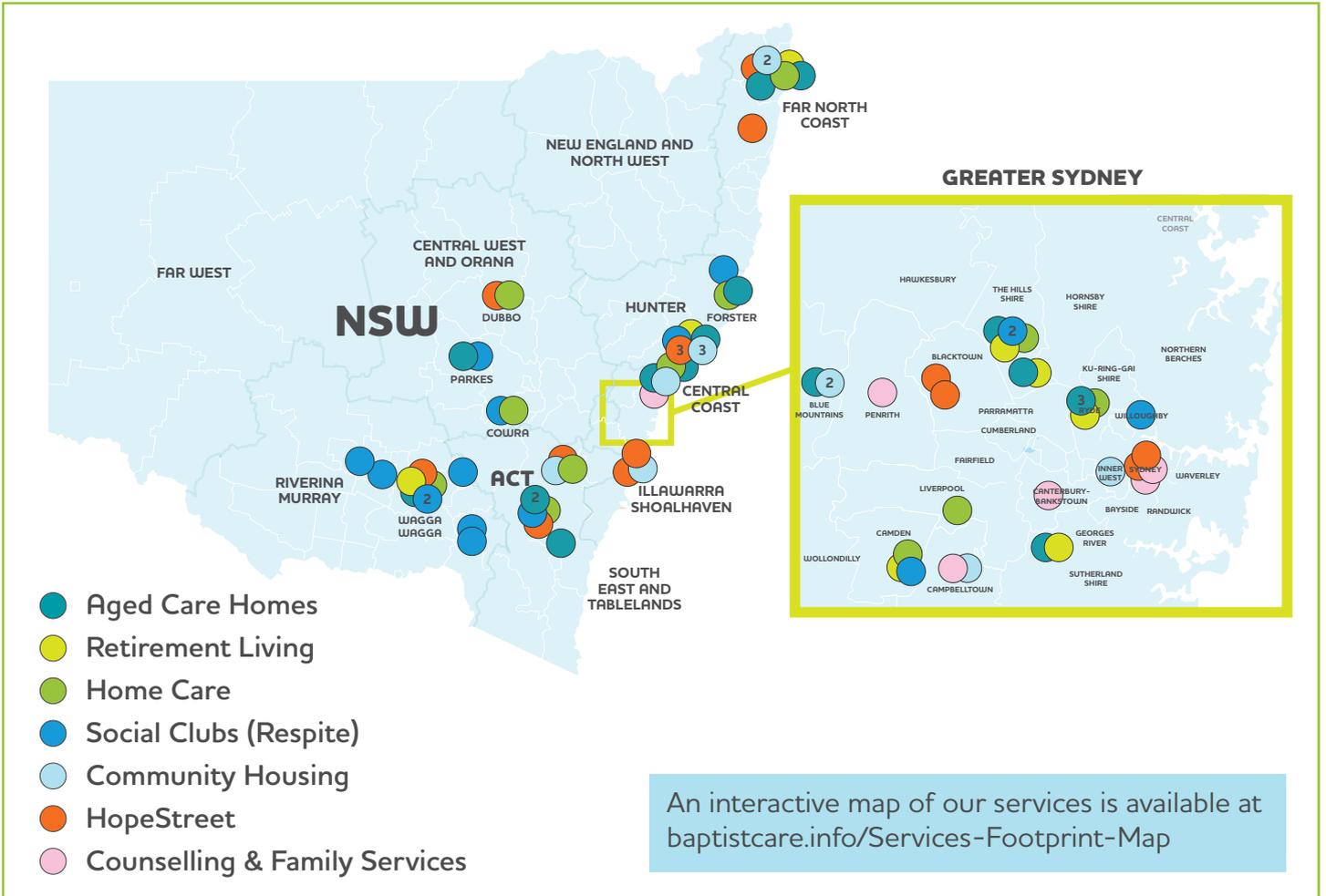
Henry Lunney is one of nine residents who has recovered from COVID-19 at Dorothy Henderson Lodge. On ANZAC Day, he reflects on surviving the Great Depression, World War II & the deadly coronavirus. To Mr Lunney and all our veterans, we salute you.



HopeStreet and City of Newcastle responds during COVID-19 pandemic, 23 June 2020 14 2 178

In the first 30 days of COVID-19, the City of Newcastle distributed funds to community organisations, including BaptistCare HopeStreet Hunter, to help respond to community needs. Our team distributed emergency relief care packs & crisis food hampers.

Our Locations



Areas We Service

	Aged Care Homes	Retirement Living	Home Care	Social Clubs	Community Housing	HopeStreet	Counselling & Family Services
NSW							
Hunter	●	●	●	●	●	●	
North Coast	●	●	●		●	●	
Central Coast	●		●		●		●
Greater Sydney	●	●	●	●	●	●	●
Illawarra Shoalhaven			●	●	●	●	
South East and Tablelands	●		●		●	●	
Central West and Orana	●		●	●		●	
Riverina Murray	●	●	●	●		●	
ACT							
Canberra	●		●	●		●	

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