



*Care you  
can trust.*

# The Chair & CEO's Report

Together, we welcome you to our 2017 Annual Report and invite you to experience our year with the same thankfulness that we share.

We are grateful to God for all that this year has brought us, including ongoing change, growth, resilience and accomplishment across all areas of our organisation, but most importantly, the opportunity to be part of people's lives in a life-transforming and meaningful way.

While our customers have continued to and will always be the focus of our efforts, this year we renewed our resolve to strengthen our organisational culture.

We believe that having the right people at BaptistCare, who understand why they come to work, have a positive attitude that is coupled with being friendly, curious and active, is essential for us to deliver Care you can trust.

Investing in our people, this year we have continued to encourage a culture of learning through our online learning management system; launched a new reward and recognition program; and placed prominence on safety in the workplace, to protect our staff and volunteers.

Moving on to our services, a momentous milestone for the future direction of our organisation was the announcement that we would partner with the NSW Government to develop and manage social and affordable housing, catering to those most in need across the state, through the Social and Affordable Housing Fund (SAHF).

We will now construct 500 new dwellings over the next three years in eight locations across

metropolitan Sydney, as well as regional and rural areas, with a focus on seniors and single parent families. Our housing will be actively managed, with a clear goal of giving residents the opportunity to regain and grow their independence.



**SAHF Announcement, March 2017**

We acknowledge that the increasing cost of living, housing stress and poverty is a reality across the communities of people we serve. In response, we have sought to create pathways out of financial exclusion for people who are living with disadvantage, and our microfinance team has provided over \$2 million in low and no-interest loans over the last financial year.

These loans are available both via phone and in-person through our expanding reach of community centres, where we provide a safe place for people who are living with disadvantage to access practical services and support.

Our work in the area of domestic and family violence has continued to assist women, children, and men, as we seek to heal the wounds caused by violence against women, and build safer families.

Our commitment to this cause has been recognised through our accreditation as a White Ribbon Workplace (Head Office & Community Services), while our efforts to raise awareness and funds have also been well received by the community at large.

While the aged care industry continues to undergo major reform, BaptistCare, via our peak body Baptist Care Australia, have provided four submissions to Government to affect policy change.

Our Home Services teams successfully navigated the long awaited reform of the Home Care Packages program in February, and we continued to explore how we can best meet the needs of our customers and our care staff, while realising new and efficient ways of operating in an increasingly competitive, consumer-oriented, market driven environment.

Work was finalised on our new residential aged care centre in Kellyville, and two significant site redevelopments in Parkes and on the NSW Central Coast, were completed, future-proofing these centres as we expand and modernise our building stock.



**Gracewood Centre Opens, February 2017**

Our retirement living footprint received a significant boost, with the opening of stage two of The Gracewood Community in Kellyville, comprising 80 independent living apartments. We also acquired three local retirement villages from Newcastle City Council.

Our partnership with the Association of Baptist Churches of NSW & ACT grows from strength to strength, and we each appreciate the support we bring to each other.

Our leadership, comprising the Board of Directors, Executive Committee and Senior Leadership Group have given their very best to BaptistCare, and we commend and thank them for their wisdom and dedication.

We thank and farewell Judith Clendinning, Dr Graham Henderson, Ian Jackson and Greg Sheridan, who resigned from the Board during the course of the year, for their service and the expertise they have brought to BaptistCare. In particular, we acknowledge and honor Dr Graham Henderson, who served as a Board Member from 1995 and became Chairman in 2008. Graham retired from the Board in November. We have been blessed by his passionate interest and investment of his time into our organisation over the many years.

Finally, we would like to take this opportunity to pay tribute to all of our staff and volunteers, and to sincerely acknowledge and thank them for their contribution to BaptistCare. It is perhaps obvious, yet critical, that we acknowledge the hands, feet, hearts and minds of the people who extend care, assistance, support and compassion to every one of our customers.

In 2 Corinthians 9:12 Paul writes, "This service that you perform is not only supplying the needs of the Lord's people but is overflowing in many expressions of thanks to God."

For all involved with BaptistCare, no matter their position or the role they perform, we thank each of our staff and volunteers for carrying out the mission of BaptistCare.

We remain focused on God, knowing it is through His grace, provision and love that we are able to enter into the lives of our customers, and their families, and meet their needs. We approach this privileged position with the very clear purpose of transforming lives by expressing the love of Christ. It is in Him, and through Him, that BaptistCare can rest and trust in our future.

**Judith Carpenter**  
Chair

**Ross Low**  
Chief Executive Officer

# Our People

3600 STAFF



Work  
Casually

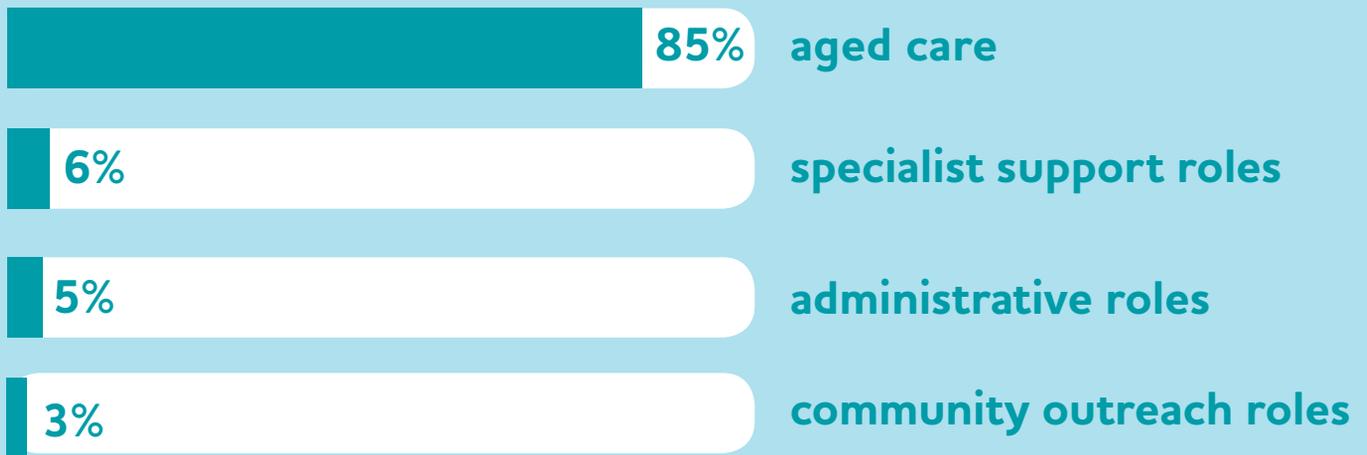


Work  
Part Time



Work  
Full Time

Our staff work in the following roles



1000 VOLUNTEERS



17

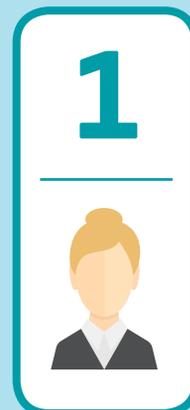
YOUNGEST  
VOLUNTEER



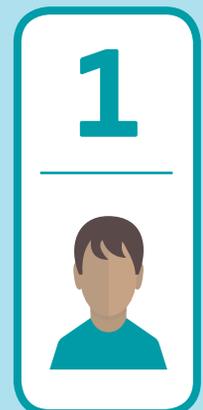
101

OLDEST  
VOLUNTEER

Community Services  
STAFF to VOLUNTEER ratio



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# Our Customers



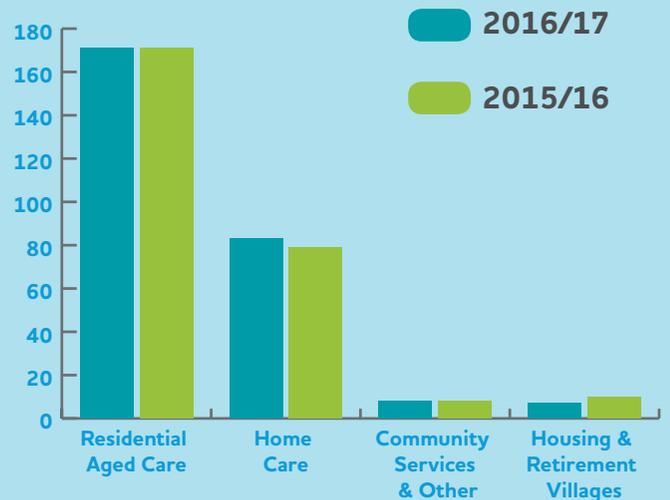
## 17,695 CUSTOMERS



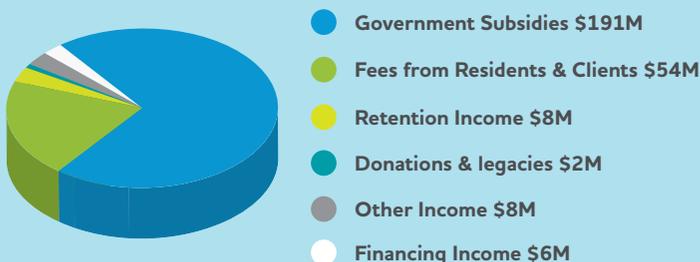
# Our Financials

## TOTAL REVENUE BY SERVICE (2016/17 & 2015/16)

\$ millions		
INCOME PARTS	2016/17	2015/16
Residential Aged Care	171	171
Home Care	83	79
Community Services & Other	8	8
Housing & Retirement Villages	7	10
	<b>269</b>	<b>268</b>



## TOTAL REVENUE (BY SOURCE) \$269M



## TOTAL EXPENDITURE \$268M



# YEAR IN REVIEW

A look at our year through the eyes of our Facebook community.

**'STORIES OF ME'  
DEMENTIA FORUM**

**16 SEP  
2016**



**38** **2**

**200 DELEGATES HEARD** about how creativity & technology can be used to improve care for people living with dementia.

**2 DEC  
2016**

**NEWCASTLE RETIREMENT  
VILLAGE ACQUISITION**



**30**

To all the residents of Allambie, Kiah & Carinyah Courts, welcome to BaptistCare!

**OFFICIAL OPENING OF  
THE GRACEWOOD CENTRE**

**16 FEB  
2017**



**77** **5**

*"Went on a tour on Opening Day - very special place with lots of thought put into making it a great place for people to live."*

**10 MAR  
2017**

**SOCIAL AND AFFORDABLE  
HOUSING FUND AWARDED**



**112**

**THIS MORNING'S ANNOUNCEMENT** was something we've been waiting for with much excitement!

**INTERNATIONAL  
NURSES DAY**

**12 MAY  
2017**



**411**

Each of these dedicated professionals have chosen to care for & serve older Australians. It's honorable & we salute their commitment.

**27 MAY  
2016**

**HALO BALL**



**69**

**480 PEOPLE WHO** say no to violence, at the 2017 Halo Ball tonight.

ANNUAL REPORT

2017

THE 2017 ANNUAL  
REPORT IS NOW

**ONLINE!**



[BaptistCareAnnualReport2017.org.au](http://BaptistCareAnnualReport2017.org.au)



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