



BaptistCare

75 Years  
Caring

# Annual Report 2019



*Because  
we care*



## The Chair and CEO's Report

Welcome to BaptistCare's 2019 Annual Report, where we present to you the highlights and activities of our year past. This year we are thankful to God for all He has done to guide and sustain BaptistCare. We believe this year was one that gave us renewed opportunities to truly live out our promise to our customers, and put them at the very centre of all we do.

This year we took the opportunity to further simplify and articulate our organisational promise and values. For BaptistCare these have never just been words, and our commitment to ensuring they truly reflect what we seek to be and do is paramount. We spent time asking our current customers what is really important to them and from these invaluable interviews we developed our new shared values: **Love, Respect, Reliability** and **Empowerment**.

These values are underpinned by our new Promise, '**Because we care**', which is how we continue to affirm our Purpose of "Transforming Lives by Expressing the Love of Christ".

Our Board and Executive Team developed a **2025 Strategic Plan**, titled 'The Care Revolution', which captures the fundamental strategic approaches and high level initiatives that we will seek to undertake for this period, with a focus on having clarity about what matters most so that we can bring loving care into the lives of the individuals and communities we serve.

In October 2018, the Federal Government announced a **Royal Commission into Aged Care Quality and Safety**. We welcomed this announcement, and believe that close examination will ensure continuous improvements and increased

transparency over the care provided for all people receiving aged care. BaptistCare formed a Royal Commission Project Team and Board Committee who oversaw the collation and review of material for our significant submission on 7 January 2019.

For the first time in our 75 year history one of our aged care centres failed to meet the Accreditation Standards, and the Department of Health imposed sanctions on our BaptistCare Griffith Centre in the ACT in July 2018. Addressing each point of non-compliance we worked closely with the Department and accreditation was re-instated, within the required timeframe, in January 2019. All other BaptistCare aged care centres undergoing accreditation have continued to achieve positive outcomes.

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*“In preparation for the new Aged Care Quality Standards that came into effect in July 2019, we made further improvements to our care approach.”*

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We engaged a Quality and Compliance Manager to work with all of our Centres, as well as the introduction of a Nurse Practitioner Service to provide critical oversight of clinical care delivery within our Centres.

Our new person-centered **MyTeam™** approach began rolling out during the year, promoting resident choice and preference, with residents and families partnering with consistently assigned BaptistCare team members, as together we ensure our residents are at the very centre of everything we do.

Despite ongoing disruption in the market place, we experienced significant growth in our Home Care Package program. We also rebranded our service to **BaptistCare at home**, with a new **Well-Living™** approach, which focuses on reablement and allied health to further assist clients to live their best possible lives while they remain in their own homes.

The **Community Services** division continued to strengthen its vision to grow places of hope for people living with disadvantage and distress. With a strong focus on domestic and family violence education and awareness, we launched our Domestic Violence More Than Skin Deep campaign to the community to highlight the urgent need to educate young Australians about healthy relationships.

We also received organisation-wide accreditation as a White Ribbon Workplace in July 2019 following 18 months of work while our fourth annual Halo Ball was again an opportunity to raise much-needed funds for women and children impacted by violence. Our HopeStreet services continue to meet people where they are at, ensuring personalised one on one work with clients through case management and counselling.

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**Our Housing and Retirement Living division were incredibly industrious this year.**

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With the completion of four of our Social and Affordable Housing Fund (SAHF) developments, the focus moved to commissioning and tenancing these new housing sites for both seniors and single parent families.

Our Maranoa Village in Alstonville was expanded in the first of five stages, with an additional 12 units opened in April and construction commenced on The Gracewood Community's third and final stage in Kellyville, with 88 independent living units and additional amenities due for completion in May 2020. We also acquired a small retirement village in New Lambton in April, with an additional eight units expanding our housing solution for older Australians across the Newcastle region.

Importantly, we also achieved Council approval for the **rezoning of our Carlingford site**, paving the way for the next generation of accommodation on our very first site.

This year, **our staff and volunteers** have gone above and beyond to ensure they are consistently delivering an exceptional customer experience, and we thank them for being on the very frontline of delivering care.

We continue to support and grow our workforce, with an ongoing focus on the attraction and retention of suitably qualified employees and volunteers and ensuring that leadership development and access to learning and education remains at the forefront of equipping our people to deliver their very best each and every day.

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**Our volunteers have continued to grow with the recruitment of an additional 173 volunteers and a total of 164 Pastoral Care Volunteers now in action.**

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Our **partnership with the Baptist Association and Baptist Churches** has been enhanced through this Pastoral Care Volunteer program and train the trainer days, which is affirming as together we express the love of Jesus to the local community.

In our 75th anniversary year, we wish to acknowledge and sincerely thank the people who provide leadership right across our organisation. Our very genuine and heartfelt thanks are extended to the Board of Directors, the Strategic and Operational Leadership Teams and Senior Leadership Group, who direct and drive our organisation in a way that shows true loving, reliable, respectful and empowering care.

We once again look to God and commit to Him our very existence, as an organisation that seeks to share the love of Jesus with people in need. BaptistCare's purpose was originally articulated in 1944 as 'Expressing the love of Jesus to those in need'. Today, driven by our purpose to transform lives by expressing the love of Christ, we aspire to see every individual living well. As we move forward into the next 25 years, may we hold firmly to our core, but continue to respond to the changing world around us. Praise be to God.

  
**Judith Carpenter**  
Chair

  
**Ross Low**  
Chief Executive Officer

# Our People

## Employees



**3500+**  
Total staff



**84%**  
female

**16%**  
male



## Volunteers

**1000+**  
Volunteers



**256**  
New

Youngest

**16** years old

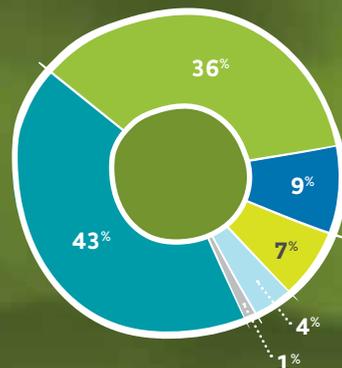
Oldest

**104** years old

# Our Customers



Total customers  
**19,400**



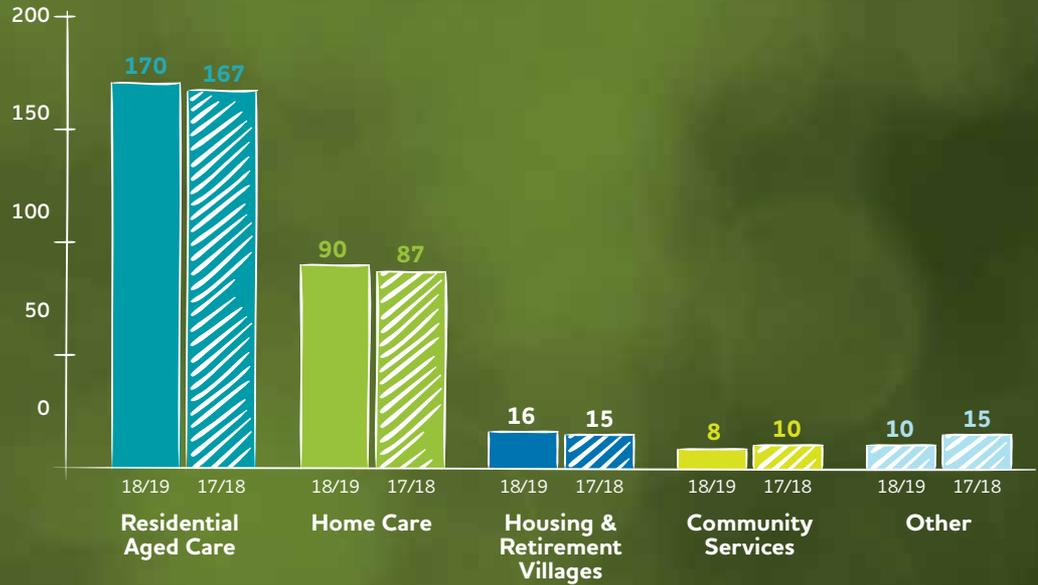
- Home Care
- Community Services
- Residential Aged Care
- CareCall
- Retirement Living
- Housing

# Our Financials

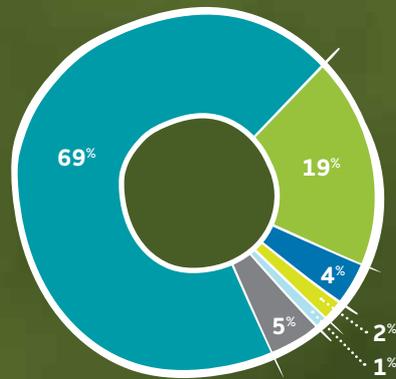
## Revenue By Service

\$ millions

Total \$293m



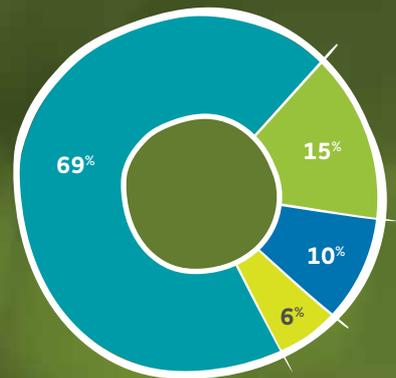
## Revenue By Source



- Government Subsidies (\$203m)
- Fees from residents and clients (\$55m)
- Financing Income (\$11m)
- Retention Income (\$6m)
- Donation and Legacies (\$3m)
- Other Income (\$16m)

## Expenditure

Total \$288m



- Staff Costs (\$200m)
- Property Expenses (\$44m)
- Catering and Housekeeping (\$28m)
- Other expenses (\$16m)

# Year in Review

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



## International Day of Older Persons

1 October 2018

BaptistCare believes in promoting the full and equal enjoyment of all human rights and fundamental freedoms of older persons.

 76

 10

 2634



## Men's Sheds and Old Fashioned Mateship

3 June 2019

We're so pleased to be coming together with the Forster Tuncurry community to advocate for the Men's Shed movement to extend to aged care facilities.

 54

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 2149



## Mourning Kevin, long-time volunteer

21 May 2019

We are grateful for the wonderful memories we have of our volunteer, Kevin Brislane, as we celebrate his life.

 33

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 1000



## Congratulations to recent graduates

21 December 2018

In its fourth year, volunteers of our Volunteer Pastoral Care Program play a vital role in reducing social isolation of the elderly.

 61

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 1721



## 103 Years Young

31 October 2018

Happy Birthday Alf! How lucky we are to have you bringing the gift of joy to our residents and staff.

 77

 15

 1721



## Our recent research on types of violence

13 November 2018

We discovered that 35% of Australians didn't recognise social abuse as a form of domestic violence when presented with an example.

 104

 5

 2132

# 2019 Annual Report Online



View the complete Annual Report 2019 online at:



[BaptistCareAnnualReport2019.org.au](https://www.baptistcare.org.au/annual-report-2019)

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