

BAPTIST CARE AUSTRALIA

A voice
for hope

Annual Report

2017 — 2018

BAPTIST CARE AUSTRALIA

A voice for hope

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Annual Report

2017-2018

Contents

About us	4
Chair's message	6
Executive Director's message	8
Circles of Excellence	10
Financial summary	11

About us

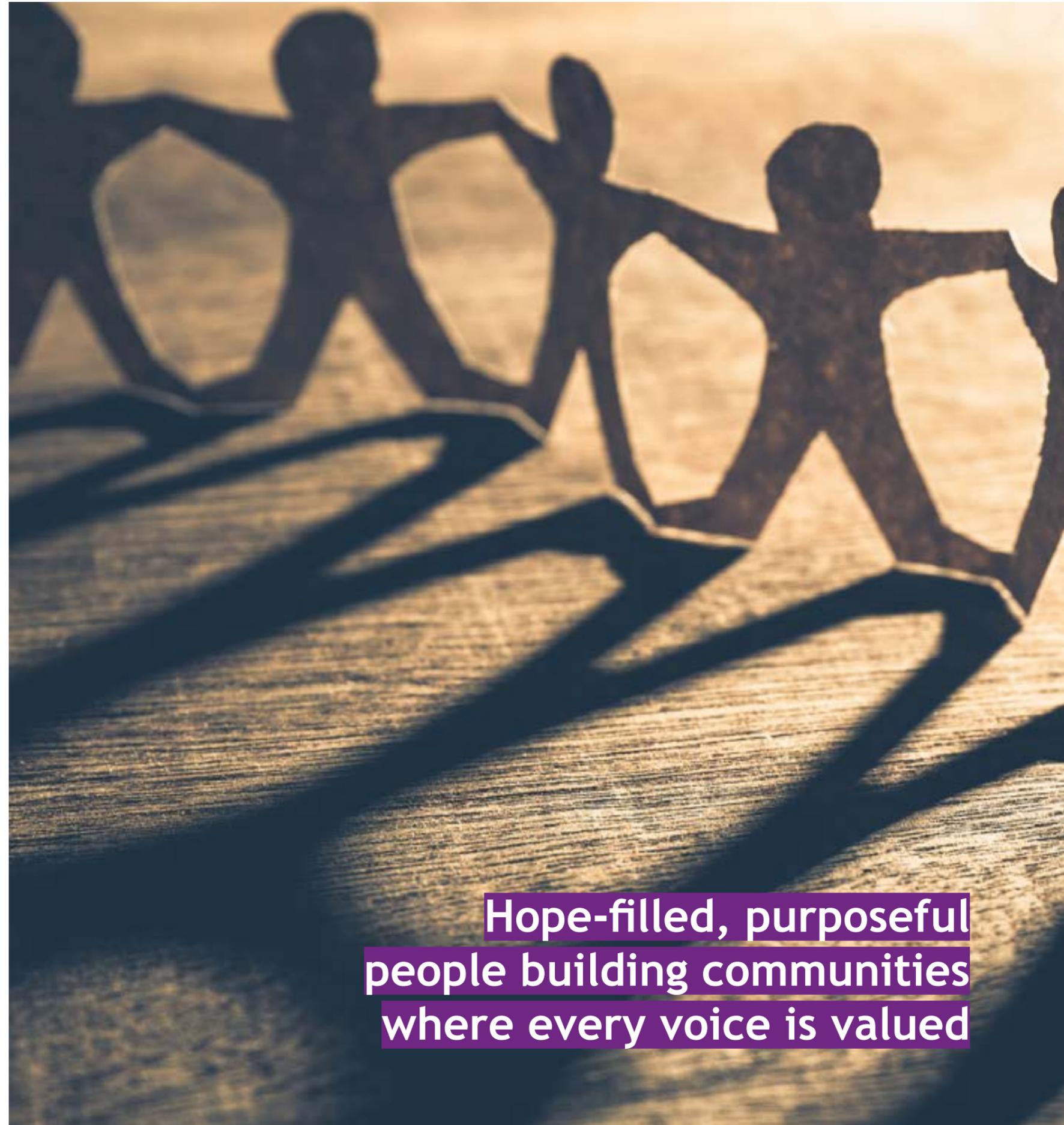
Baptist Care Australia is the national association representing Baptist community service organisations across Australia. We work to bring social justice to Australian communities, advocating nationally on issues important to our members.

Baptist Care Australia members serve people in aged care, affected by family violence and homelessness, on low incomes, experiencing relationship breakdown, living with disability and affected by multigenerational disadvantage.

Services include residential aged care, crisis accommodation for people experiencing domestic or family violence, social housing, out-of-home care for children, counselling, education, no-interest loan schemes, and other services that help people rebuild their lives or live independently with the right support.

Members of Baptist Care Australia are:

- BaptistCare (NSW & ACT)
- Baptcare (VIC & TAS)
- Carinity (QLD)
- Baptist Care (SA)
- Baptistcare (WA)
- Baptist Care NT
- Ashfield Baptist Homes
- Village Baxter
- Maroba
- Bethshan Ministries



**Hope-filled, purposeful
people building communities
where every voice is valued**

Chair's message



1 July 2018 and is designed to increase our capacity to advocate in relation to aged care policy reform by joining our own strengths and expertise with the broader not-for-profit provider sector.

These opportunities have sparked conversations about how we might continue to work more closely together as a national network to benefit the clients and communities we serve.

appreciate your contribution.

Our valued conference sponsors helped make our Annual Conference 2018 in Manly our biggest and best yet, and I want to extend a special thank you to all those organisations for supporting our annual family gathering. You play a vital role in our conference, and we very much appreciate your willingness to join us for that event.

Finally, to the staff team at the Baptist Care Australia office in Canberra, thank you for all you do. You have guided, led and supported our national network through a year of change, growth and opportunity with skill and dedication.

Graham Dangerfield
Board Chair



We are all experiencing constant change – in our personal lives, communities, organisations, and globally.

The human services sectors in which Baptist Care Australia member organisations work are also evolving and responding to changing policy, political and community expectations.

In response, Baptist Care Australia member organisations have been moving steadily towards greater cooperation and partnership in 2017-18. At the same time, our profile and influence in raising our collective voice on social policy issues have strengthened.

After extensive consultation, we agreed on a new vision for Baptist Care Australia: “Hope-filled, purposeful people building communities where every voice is valued.”

This vision statement resonates both with Baptist Care Australia’s important advocacy role to speak out for our communities, and with our Faith Statement which articulates the theological foundations of our work.

Our new organisational brand and tagline – A voice for hope – were designed with this new vision firmly in mind. Together our new brand and tagline articulate Baptist Care Australia’s identity as a modern advocacy organisation seeking to bring justice to Australian communities and the people we serve across all our services.

The last year presented challenges and opportunities that have given momentum to our national efforts to collaborate as independent organisations that are part of the Baptist Care family.

We achieved an important milestone by becoming the first peak body to negotiate a group membership arrangement with Aged and Community Services Australia. This three-year agreement commenced on

There have also been opportunities to work together to tender for government contracts beyond our individual state and territory borders, and we hope these collaborations will continue to grow and bear fruit in coming years. These opportunities have sparked conversations about how we might continue to work more closely together as a national network to benefit the clients and communities we serve. I am looking forward to exploring these opportunities as the members of the Baptist Care family support each other in meeting our organisational challenges and adapt to change.

The Board said a sad farewell to Peter Fisher from Baptist Care NT in 2017-18, and warmly welcomed Paul Avery (NT) and Graham Brown (SA) to the team.

On behalf of the Board I want to heartily thank the members of our Circles of Excellence and the other expert advisors who have contributed to our work over the last year. We can’t achieve anything without your skills, expertise and efforts, and we very much

Baptist Care Australia Board

Graham Dangerfield
Chairperson, CEO Baptistcare

Ross Low
Deputy Chair, CEO BaptistCare NSW & ACT

Jon Campbell
CEO Carinity

Russell Bricknell
CEO Baptistcare WA

Paul Avery
CEO Baptist Care NT

Graham Brown
CEO Baptist Care SA

Margaret Wood
Company Secretary

Executive Director's message

Focus

This year was an opportunity to sharpen the focus of Baptist Care Australia and more clearly articulate our role and purpose.

After extensive consultations, we launched both a new vision statement and a new visual brand. Our new look is designed to present Baptist Care Australia as a modern advocacy organisation, and the accompanying tagline put the emphasis on our communication and policy work. 'A voice for hope' sets the tone for our work advocating for the people our organisations serve as well as marginalised people in our communities more broadly.

Backing up this new focus, we researched and finalised new position statements on several of our advocacy priorities:

- Aged care
- Homelessness
- Secure and suitable housing
- Domestic and family violence.

We also agreed on a new policy on spiritual wellbeing to describe members' approaches to this important dimension of our shared humanity.

We revamped our communications based on feedback from the important people who work for our member organisations, and these changes have led to significant increases in readership and engagement.

Our new website was the finishing touch to Baptist Care Australia's new look. It showcases the work of our members while putting our role in advocacy and social policy front and centre.

Growth

Our 2018 Annual Conference in Sydney, 'Everyone is welcome', was our biggest event yet with more than 180 attendees including speakers and sponsors. Delegate feedback showed a steady improvement over the ratings from 2017, and attendees particularly enjoyed the diverse range of keynote speakers.

Steady growth in the influence of our advocacy work was also a highlight of the year. We made seven submissions to government consultations and inquiries across a range of topics including the regulatory environment for not-for-profit organisations:

- Aged Care Quality Agency - Consultation on the draft guidance material for the new Aged Care Quality Standards
- Review of the Australian Charities and Not-for-profits Commission (ACNC) legislation
- Inquiry into the Electoral Legislation Amendment (Electoral Funding and Disclosure Reform) Bill 2017
- Federal Government 2018-19 Pre-budget submission
- Department of Health: Discussion paper on future reform to care at home for older Australians
- Productivity Commission: Draft report reforms to human services
- Treasury: Tax deductible gift recipient reform options discussion paper.

A team of us gave evidence to the Productivity Commission hearing on draft reforms to human services, where the commissioners requested further information about Baptcare's Quality of Life Framework and some pilot trials into place-based interventions for children and families.



We worked closely with other faith-based peak bodies, especially around the 2018 Federal Budget. We also joined a coalition of housing and homelessness organisations to advocate for systemic change to the housing system to alleviate the housing crisis for low income earners. The 'Everybody's Home' campaign is the first time organisations across the sector have joined forces to call for action on housing.

Working alongside others to achieve change is the hallmark of our advocacy work. We believe that raising our voice together with others is the best way to influence people in power. We are actively involved with the work of the National Aged Care Alliance and the Australian Council of Social Service.

It was especially pleasing to see some of our collaborative advocacy work bear fruit during the year. The previous year we had advocated alongside others – including other leaders from within the Baptist movement – for changes to the Family Law Act to prevent violent offenders from cross-examining their victims during family law hearings. The parliament moved to make this change in 2017-18.

We also worked with Baptist leaders and others to call for the introduction of a Modern Slavery Act to require companies to report on whether their supply chains are free of worker exploitation. This has since happened and the bill is being considered by the Senate.

Our advocacy alongside Aged and Community Services Australia (ACSA) and others saw the government increase the number of home care packages twice during 2017-18, including announcements in the Federal Budget. This partnership was subsequently strengthened with Baptist Care Australia signing the first ever group membership agreement with ACSA.

Challenge

The Chair's message mentions some of the opportunities that have arisen during the year to work together more closely. While seeking to respond to opportunities, we have also been exploring ways to overcome the challenges that closer collaboration raises. It's not an easy task drawing together the efforts of six independent state organisations, and the last year has seen us tackling this task in a more structured way, preparing the ground for more productive collaborations that increase our influence and expand our respective missions.

Finally, I'd like to thank the Baptist Care Australia Board and staff for their support during 2017-18. Margaret Wood and Ashleigh Ralph played key roles in what we were able to achieve together during the year, and I thank them with great appreciation for their work and support.

Marcia Balzer
Executive Director



Circles of Excellence

Baptist Care Australia's Circles of Excellence are small committees of representatives from our member organisations who meet regularly to network, share information and work together on collaborative national projects.

This year, the Baptist Care Australia Board met with Circle of Excellence members across the country during their board meetings. These meetings provided an opportunity for the Board to hear first hand about the work of individual Circles of Excellence, and how the groups have a positive impact on the work each of our members do.

Some particular highlights of the past 12 months include:

- Over \$420,000 in procurement rebates negotiated by the Procurement Circle of Excellence as well as the renewal and supply of several major national contract agreements
- Significant value gained from the Technology Circle sharing strategies and leveraging existing intellectual property to collaborate on projects

- Major contributions from the home care, residential aged care, and quality networks in preparing a number of aged care submissions

Many of the Circles also reflected on the value of being able to network and collaborate with their interstate peers. Baptist Care Australia is actively working on ways to further leverage these networking opportunities to better develop the capability of the Circles.

The Baptist Care Australia Board would like to thank every member of a Circle for their ongoing involvement and participation, and particularly acknowledges the leadership displayed by the Circle of Excellence Chairs. The Circles of Excellence are one way our members are able to contribute to the national agenda, and we thank you for sharing our vision.

Thank you to the Chairs of our Circles of Excellence

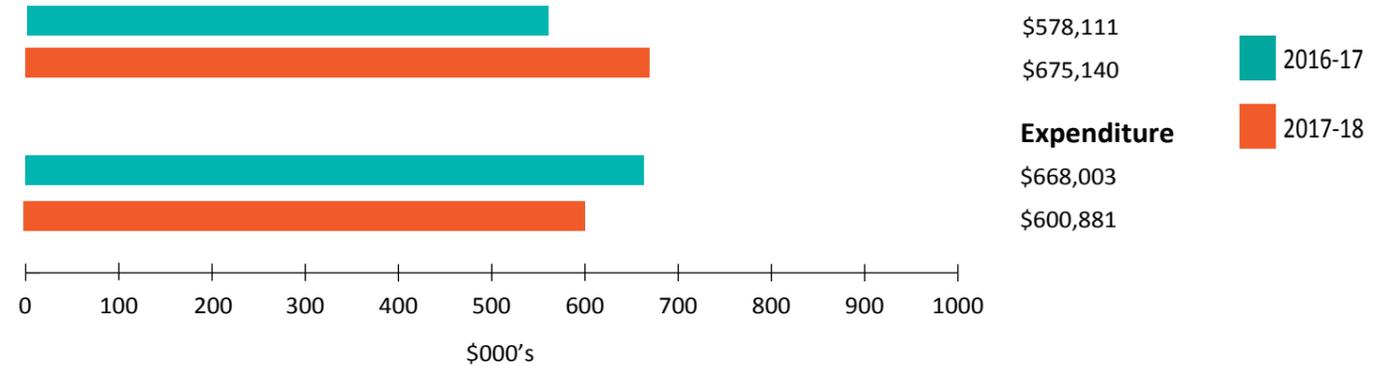
- Annette Hili** Aged Care (Home Services)
- Paul English** Aged Care (Residential)
- Mike Furner** Aged Care (Retirement Living)
- Geoff Wraight** Chaplaincy
- Rob Ellis** Community Services
- Steve Munro** Finance
- Amanda Rogers** Human Resources
- Brent Dankesreither** Marketing
- Stephen Hogan** Procurement
- Jodie Rutherford** Property
- Nicole Donohoo** Quality
- Daniel Pettman** Technology



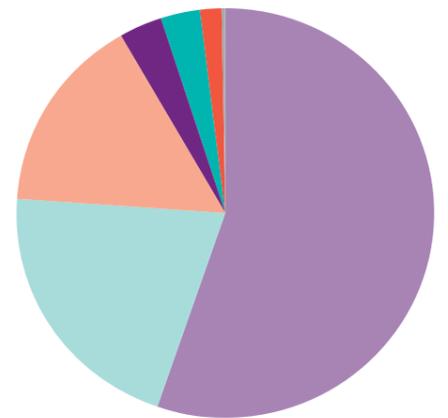
Financial summary

For the year ended 30 June 2018

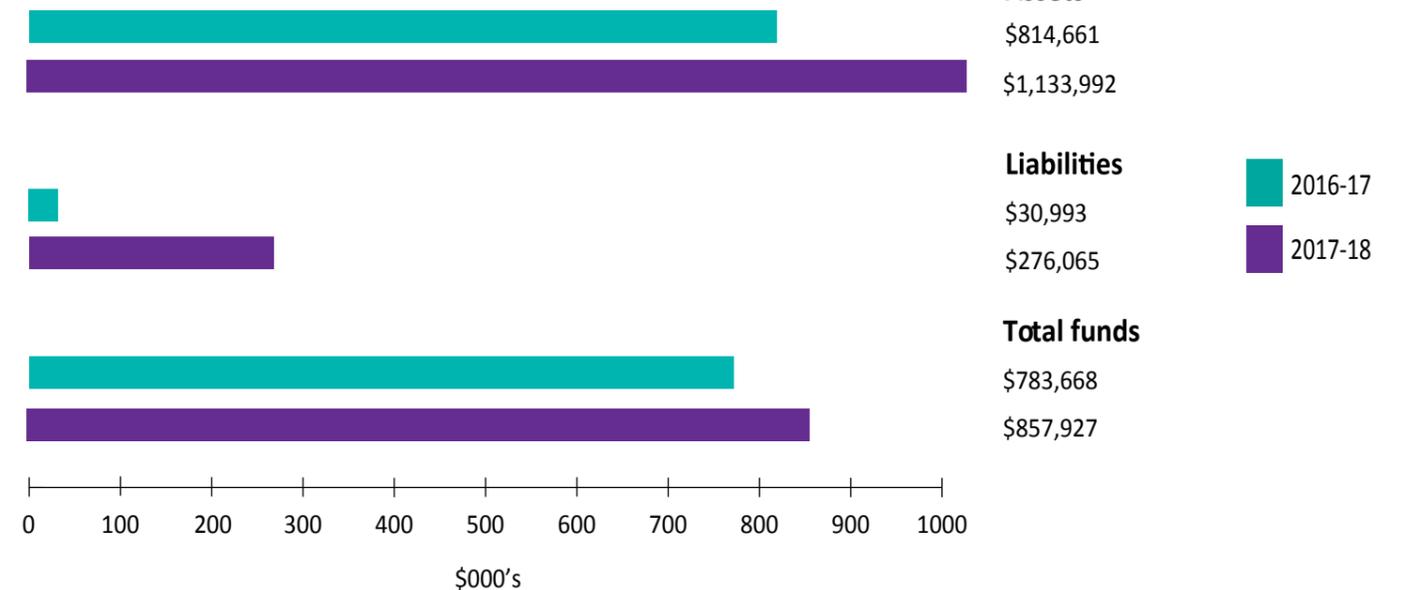
Revenue and expenditure



Expenditure breakdown



Financial position



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