



Peer Work Publication Leads to International Recognition

The Peer Work Project, which commenced in 2005, has been a joint venture of Baptist Care (SA) and the Mental Illness Fellowship of South Australia, with funding provided by the Mental Health Unit, Department of Health. Initially the Program focussed on providing training and mentoring support for people living with a mental illness who wanted to be peer workers. Over the years, the award-winning Project has evolved into a program that also assists employing organisations to prepare for the introduction of peer workers in their workforce, as well as providing support for employed peer workers. Last year the program's Senior Manager Carmen Franke and her colleagues published a paper in the *Australian Journal of Primary Health*¹ describing the establishment of the Project and reporting on its outcomes; e.g., the program's success in achieving employment outcomes for graduates of the *Introduction to Peer Work* course. The publication has been cited in other manuscripts and has led to international recognition of the South Australian peer work model.

¹Frank CCD, Paton BC & Gassner L-AJ (2010) Implementing mental health peer support: a South Australian experience. *Australian Journal of Primary Health* 16: 179-186.

Message from the Chief Executive Officer

When people discover that my family and I have recently moved from Queensland they inquire, "Were you impacted by the floods?" The concern of people to know if we had been caught up in the tragedy has been touching. The media often laments the loss of community within our society and yet over these past months this disaster has brought out many volunteers, generous donations and community wide empathy for those who have suffered loss.

Disasters have the capacity to grab our attention about the needs of others and to bring out the best in people. The challenge is: how do we maintain that awareness and compassion for the ongoing suffering in our communities, for issues such as child neglect, domestic violence and homelessness? Part of the answer lies in each of us maintaining our compassion for others. The values of Baptist Care (SA) speak of compassion and commitment. As I commence my role as the new CEO, I wrestle with the question: how do we consistently deliver services with genuine ongoing compassion and commitment?

One way to maintain compassion and commitment as an organisation is to continually seek feedback from our clients about our services. We may not always get it right, but it does mean we will consistently realign our actions with our mission and our values. The floods in Queensland and Victoria have reminded us that what matters to us as a community is demonstrating compassion and commitment for others who are suffering.

Paul Scully
Chief Executive Officer



Evacuating from Rosalie in the Brisbane suburb of Paddington; photo by Rae Allen (Flickr: IMG6020_evacuating-rosalie) [CC-BY-2.0 (www.creativecommons.org/licenses/by/2.0)], via Wikimedia Commons

Hard Work Rewarded with Accreditation Success

Several months of intense work to undertake Home And Community Care (HACC) appraisal across our Karpandi Elder Women's and Community Links Programs (CLP) has been rewarded with incredible results: a perfect score of 20/20! The achievement of 'leading practice' in three areas, including the CLP Summer Program (please refer to following story), and the Participant Information Booklets used by both programs, was also an exceptional result.

At the same time Disability Employment Services also undertook accreditation and received glowing feedback from the Department of Education, Employment and Workplace Relations. For example, it was observed that clients had received a "far more effective, comprehensive and



Participants enjoy CLP's Bowling Group - Summer Program

empathetic service" from BC(SA) staff than from their former Job Network providers.

Many thanks to Elisa Thompson and the rest of the team for all their hard work; everyone involved should be extremely proud of these results.

Community Links' Leading Practice Summer Program

Whilst most of us look forward to the Christmas period and summer holidays, for many of our CLP participants the summer can be a particularly lonely and isolating time with many regular community programs closing over the school holidays.

The CLP Summer Program was established to reduce social isolation and provide adults with a disability with an opportunity to try new activities, make new friends and to visit places they would normally find difficult to access. Commencing in 2008 this program continues to grow bigger and stronger each year.

This year 37 people participated in the CLP Summer Program enjoying a range of activities including: ten pin bowling, Christmas card making and gingerbread decorating, movies, BBQ lunch, Port Adelaide dolphin cruise, Victor Harbor day trip and



Visiting Gorge Wildlife Park

a visit to the Gorge Wildlife Park.

Feedback from the program has been extremely positive with the majority of participants indicating that they would definitely be interested in being involved again in the future. "I started feeling like I'm living again" one participant



Making Christmas decorations

reported, "I had a reason to live". It is not just the participants who benefit from this program with many carers reporting that the program provides them with a much needed break during this busy period.

In our recent HACC Appraisal, the CLP Summer Program was commended "for taking action and sustaining a program to successfully reduce the impact of social isolation for CLP participants and other people with a disability."

We look forward to providing this valuable service again next summer.

Christmas Goodwill Enjoyed at WestCare

In a time when many charities were noting a downturn in donations and support, Baptist Care (SA) was absolutely thrilled with the generous response to our special YouthCare and WestCare Christmas appeal. At WestCare alone, the gifts and financial donations received allowed BC(SA) to distribute 226 Christmas hampers as well as toys and gifts to 337 children.

Senior Manager Ian Townsend described the generosity of the Baptist Churches and BC(SA) staff as “overwhelming”. “It allowed us to provide support to an unprecedented number of people across Inner City Services, including WestCare, Karpandi and Refugee Services.”

All in all, it proved to be a joyous Christmas season at WestCare. A Christmas tree with presents underneath was placed in the reception area, and during December children were able to select gifts from the tree. The annual Carols in Whitmore Square event was also a wonderful success. “It is becoming very much a community event. The weather was perfect.” Hundreds of people celebrated the season together and participated in the festivities, including a free barbecue, nativity play, story reading by well loved author Andrew McDonough and performances by Tutti Ensemble and The Holdfast Bay Concert Band. Then, on Christmas Day, a delicious feast was enjoyed by over 100 people at WestCare. The event, which was also attended by the Right Honourable Lord Mayor of Adelaide, Stephen Yarwood, was taped by Channel 7.



A bountiful boot full of donated Christmas gifts



BC(SA)'s New Homelessness Service Increases Activity at Inner City Services

Through our new Eastern Adelaide Aboriginal Specific Homelessness Service, BC(SA) is providing family case management for the first time. The new National Affordable Housing Agreement (NAHA) and National Partnership Agreement on Homelessness service is about more than putting a roof over people's heads; it is about working to address the issues that have rendered people homeless in the first place. To this effect, three case workers have been employed, with a further worker employed through our partner, the Aboriginal Sobriety Group.

What is most exciting is that the new service compliments BC(SA)'s other Aboriginal Services, including our WestCare Drug Intervention, Karpandi Elder Women's and Indigenous Children Programs. This means that we are able to be holistic in the delivery of Aboriginal Services, producing greater and more effective outcomes.

“The door is open and we are able to meet people's needs from 9-5,” explains Senior Manager Ian Townsend. A duty roster ensures that presenting clients are able to be met almost immediately and assessments conducted. Although not a crisis service, BC(SA) is able to make referrals and can arrange hotel accommodation if needed. Through the increased activity of the new service, a domino effect has been created throughout Inner City Services (WestCare, Karpandi & Refugee Services). “The place is bustling with activity - it's come alive. We're seeing this in every area - even in the kitchen where they are making more meals than ever. We're now providing 130 meals per day, compared to the 100 that we have been consistently providing for years now.”

Yes, I want to help people in need this Autumn

- Please accept my gift of \$
- I would like to become a regular WestCare sponsor at \$30 per month.
- Please debit my credit card monthly until further notice.
- I would prefer not to receive information from BC(SA).

DONATIONS OVER \$2 ARE TAX DEDUCTIBLE

Name

Address

Church Affiliation (optional)

Cheque enclosed Mastercard Visa

Card Number / / /

Cardholder Name

Expiry / Signed

Post to: 157 Beulah Road, Norwood, SA 5067 • Telephone 1300 654 450 • www.baptistcaresa.org.au



My Special Day in Church



On Thursday, I went to the usual Church service. The whole service was inspiring. The room was full of residents and Darryl [Bishop] impressed me with his readings and showed us some very interesting pictures of his trip to India. I felt very relaxed and very peaceful and close to God.

Then all at once we were filled with extra joy as all the people dressed in Christmas outfits marched in. Well it's hard to describe the lovely feelings I felt. I didn't know why, but I was so overcome and thrilled. I felt like crying. It was so wonderful.

Just imagine the time all those people in the pageant who took part, they gave up their time to make us all happy and they sure did that. I haven't been so happy for a long time. What a lovely thing to do for us all. It was really appreciated by all.

Then my day was completed with a lovely BBQ lunch and lovely salad. What more does one need?

Life is lovely here with help from all the staff and God is on our side, isn't He?

Thank you so much to all those in the pageant and the organisers again doing a first class job.

*Love to all
Mrs Marie George*

Grants and Donations

Donations

We thank everyone who generously supported our Summer Appeal. Your support has helped WestCare to continue to work with those in need.

Successful Grants and Tenders

We also thank the following for their generous contributions to BC(SA) programs:



Government of South Australia
Arts SA

Funds to create an Art Garden at WestCare



Government of South Australia
Community Benefit SA

Funds for the Tumbelin Drumming Project and for Adventure Services Communication Equipment



WestCare Art Garden