

Laying the Foundations: BUILDING FOR THE FUTURE

2015-16 ANNUAL REPORT



An outreach of  Queensland Baptists

 **carinity**
Baptist Community Services

Pastor David Godfrey, Carinity Business Development and Marketing Manager James Woods, City of Gold Coast Lord Mayor Councillor Tom Tate and City of Gold Coast Division 9 Councillor Glenn Tozer turning the sod at Carinity Cedarbrook at Mudgeeraba.

Cover: Carinity Executive Manager Business and Development Peter Lamberth, Carinity Aged Care – Brookfield Customer Service Coordinator Jaymie Grant and Carinity Aged Care – Brookfield Residential Manager Nadia Fletcher.



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CEO Jon Campbell with Carinity Aged Care – Karinya resident Lydia Schulze and daughter Jeanette Dunlop.

Our Year in Numbers

15,072

Assisted **15,072** people across aged care, home care, retirement living, education, counselling, youth accommodation and mental health, disability and other community outreach programs.



958

Cared for **958** people in residential aged care communities.



Provided **2613** older people with home care and domestic assistance.



Delivered an alternative style of education to **391** students.



Started **1** new school to assist young people who struggle in mainstream education.



Offered safe and secure independent retirement accommodation to **310** people.



Delivered counselling sessions to **533** people across a range of issues including family violence, youth mental health, family counselling and child protection services.

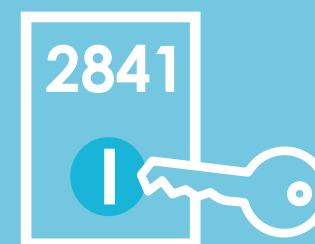


Provided chaplaincy support to **10,038** people in hospitals and aged care facilities.



24,971

Delivered **24,971** hours of disability respite care to **92** people.



Provided **2841** safe nights' accommodation to **79** young people.

\$23,409 →



Supplied **\$23,409** in grants to fund **9** initiatives across the state.

Foreword



Gavin Hulcombe
Chair



Jon Campbell
Chief Executive Officer

We now have 1200 employees and volunteers across Queensland delivering vital services to people in need. This includes the areas of aged care, retirement living, education, family counselling, domestic violence prevention, mental health, emergency youth accommodation and community support.

Every day we see our dedicated staff making a difference in people's lives, from teaching seniors how to use a computer tablet, to providing support to young people who struggle in mainstream schooling. We are delivering innovative early intervention on domestic violence, rebuilding the lives of children exposed to trauma, counselling at-risk families and helping young people move off the street to safe accommodation. Over the past 12 months Carinity has grown and changed in response to the ever-increasing needs of the people we assist.

The aged care sector is transforming in response to an ageing population, declining Federal Government funding and greater demand for older Queenslanders to remain independent and in their homes for as long as possible. Similarly, the introduction of Consumer Directed Care from February 2017 will introduce significant enhancements for our Home Care customers, empowering them with greater control over the services they receive and their choice of providers. Already we are seeing increased competition from existing and new entrants into the market. This creates greater risk as well as opportunities.

We expect to see similar changes in residential aged care over the next couple of years, with moves to enhance consumer choice. Carinity is focusing on building integrated seniors communities to cater for these changes with our new developments at Townsville, Mudgeeraba, Highfields and Brookfield, in Brisbane.

Our community and youth services continue to build stronger, more resilient communities through providing emergency accommodation, counselling, disability support and being a central hub for broader community services. This year, Carinity Communities - Talera experienced a huge increase in schools requesting domestic violence training as local communities responded to a greater media focus on violence. At the same time, the local Rockhampton community came together in a huge effort to raise vital funds for Carinity Communities - Wahroonga to continue its free Adolescent Wellness Program. We also concluded discussions with Inside Out Prison Chaplaincy which will see them become part of Carinity from 1 July 2016. This doubles and strengthens our chaplaincy program during a period in which we partnered with The Training Collaborative to deliver a new Certificate IV in Chaplaincy and Pastoral Care.

No matter how large we grow, reflecting God's love to people in need will always be at the heart of what we do.

Expanding Our Mission





Carinity Aged Care – Brookfield resident James Kuhnemann behind the wheel of a vintage car.



Top: Carinity Home Care's Karen Christensen with Gloria Jackson.
Bottom: Carinity Aged Care – Shalom resident Laurie Fraser was part of the Arts and Dementia program.

Key Facts



This year we welcomed **291** new residents into our aged care communities, **22** new retirement residents, **77** new Home Care clients and **981** Carinity Clean clients.



We inducted **six** centenarians into our Carinity 100 Club.

Caring for Seniors

We celebrate the lives and stories of our residents and clients: from the big things like milestone birthdays, to the small things like the impact of therapy animals and how art and music improve the lives of people with dementia.

“Dementia affects over 342,000 Australians, and this number is set to rise as our population ages. By having dementia-specific initiatives such as the Art and Dementia Program, we can give people with dementia an intellectually stimulating and socially inclusive environment.”

Donna Hinchcliffe, Diversional Therapist

As an organisation, we celebrated three major achievements this year. We commenced the building of our new aged care and retirement community Cedarbrook at Mudgeeraba on the Gold Coast, opened our new \$25-million Fairfield Grange community in Townsville and **Carinity Lifestyle – Shalom** in Rockhampton celebrated 30 years as a retirement community, with some of the original residents still living on site. We also converted almost every aged care site to solar power as part of a wider \$1-million sustainability plan.

Seniors have a wealth of wisdom and experience and we aim to share as many of their stories as possible. This year, we celebrated Evelyn Vigor's 110th birthday at **Carinity Aged Care – Clifford**, making her a supercentenarian and at the time, the oldest living Queenslander. At **Carinity Aged Care – Karinya**, resident June Mulcahy was presented with an Order of Australia Medal by his Excellency the Honourable Paul de Jersey AC, Governor of Queensland. We had a vintage Jeep visit 102-year-old veteran Joyce Glassop on Remembrance Day and take her for a ride around **Carinity Aged Care – Brookfield**. We inducted centenarians Olga Engler and Harry Loader into our 100 Club and we were part of an innovative pilot Arts

and Dementia Program at Rockhampton Art Gallery. As the year closed out, former greyhound training and Carinity Aged Care – Karinya resident Paddy Fitch was inducted into the Greyhound Racing Hall of Fame.

We also celebrate the small things, such as when a staff member teaches a client how to use an iPad so they can Skype their family who have moved overseas. We celebrate when a craft group wins awards at the local show. And we embrace our volunteers and employees for going beyond, such as organising performances and activities for residents weekly.

Whether our seniors are independent retirement living residents, aged care residents or home care clients, we aim to be there for them at all stages in their lives. We create communities where people feel valued, heard and experience that community sense of belonging.





Carinity Education – Southside student Te Ngaio Taiaroa-Taipari with Dale Spender.



Carinity Education – Rockhampton students Yasmine Osborne and Mackenzie Hawkes with Principal Ben Sullivan.

Key Facts



This year, over **260** students have experienced a re-engagement with education.

Educating Young Minds

Our schools are havens for students who struggle in mainstream education. We provide unique learning communities, each reflecting the needs and aspirations of young people.

“I came to Southside over two years ago and after a while I was offered a scholarship by the Queensland Aboriginal and Torres Strait Islander Foundation because I was doing well. This really helped as I still had two small children at home.”

Carinity Education – Southside student Tallarna Tyson

A spirit of unconditional positivity within our schools enables staff and young people to work respectfully and productively together.

During 2015-16, we set the challenge of opening a new school in Rockhampton which we achieved in January 2016. Our high expectations for **Carinity Education – Rockhampton** have so far been met with strong initial enrolments building throughout the year. A new teaching and learning “home base”, including outstanding hospitality training facilities, is set for completion early in 2017. The school currently provides for young people aged between 12 and 15 years. A senior curriculum is set to be implemented in 2017 and 2018 to bring it in line with Carinity Education – Southside and Carinity Education – Glendyne in providing full secondary programs.

In the time since we opened the school we have seen a high focus on social and emotional wellbeing, complementing innovative approaches to Queensland and Australian Curricula. A focus on gardening and other healthy outdoor

**based on the 2016 school year outcomes, not the 2015-16 financial year.*

activities for students are seen around the school on a daily basis. Our outstanding staff have been integral to the development of school culture.

Carinity Education – Southside is unique as the only all-girls school of its kind in Queensland and has been so for almost two decades. Southside has a school culture based on a powerful sense of belonging – young people are drawn to its care and warmth, slowly but surely overcoming “roadblocks” that have previously impeded their educational progress. With a significant number of young mothers and indigenous students, the school includes an emphasis on cultural identity, art, poetry, hospitality, mentoring and childcare which has developed naturally over the years.

The young women of Southside host an art exhibition and publish a book of poetry each year. This year feminist scholar Dale Spender spoke at the exhibition about “living without a postcode”. Her words struck a chord with many of the young women who had expressed themselves through their art.

Carinity Education – Glendyne on the Fraser Coast is a co-educational school which focuses strongly on vocational education, work experience and contributing to the wider community. This year, 94% of Glendyne graduates secured employment or further education placements and all students completed a Queensland Certificate of Education or a Vocational Education and Training Certificate.

We are tremendously proud of the work our teachers, youth workers, trainers and support staff do with some of Queensland's most disengaged young people. With God's help, we look forward to continuing to help adolescents develop their aspirations and capabilities through our schools.

Supporting the Community



Left: Auntie Ruby Sims and Trey Page at Carinity Communities – Illoura's Christmas party. Above: Carinity Communities – Illoura Program Manager Rueben Vail with Paula Maitland in the community garden.

Key Facts



We assisted **527** children, young people and families across four sites.

Children and Family Support

We support the communities in which we operate in a variety of ways, depending on their unique needs.

At **Carinity Communities – Talera**, we assisted 118 children who have experienced trauma or domestic violence. We saw a huge increase in requests for domestic violence and trauma training for school staff in the Brisbane South Region and attribute this to raised community awareness due to media coverage of domestic violence.

Carinity Communities – Wahroonga's free Adolescent Wellness Program continues to assist young people with complex mental health issues despite funding cuts. The Rockhampton community rallied around Wahroonga to raise funds to support the program. In particular, the Inner Wheel Club of Rockhampton Sunset raised over \$12,000. This allowed us greater flexibility assisting young people with complex or severe mental health needs as Medicare does not cover the cost of providing specialist referrals or assessments.

Carinity Youth and Families at Narangba continued to strengthen families and couples in the area by providing 989 hours of counselling and support. In Beaudesert, **Carinity Communities – Illoura** partnered with the Granny Polo Elders, providing them with a space for

activities and regular meetings. This partnership is a response to the overrepresentation of Indigenous children in the child protection system, particularly in the Beaudesert area. It aims to provide a community-inclusive approach by restoring cultural connections.

Carinity Communities – Fassifern continues to be the community hub of Boonah by providing information and support to people who may be disadvantaged and socially isolated. It links and refers people to accessible free and low-cost local services while also being the Centrelink agent for the region, providing job-search opportunities, skills courses and space for visiting services such as counsellors and community groups.

This year, we received more than \$45,000 in funding for the Dreams Achieved program for disengaged and unemployed youth through the Queensland Government's Skilling Queenslanders for Work initiative. The 48-week program supported participants in completing vocational education certificates across a range of industries such as rural, retail, hospitality, construction and childcare. Our staff also provided soft skills support such as goal setting, communications skills, assertion and anger management, literacy and numeracy. We also delivered training in IT, resume preparation, job interview tips, dealing with workplace issues and how to access entry-level training opportunities.



Key Facts



Supported **6,725** people in hospitals and **3,313** people in residential aged care.

Some of Carinity's hospital and aged care chaplains.

Chaplaincy

Carinity chaplains work across aged care communities and hospitals to provide support and comfort to people in times of great need and great joy.

Our volunteer chaplains assist over 10,000 people each year, providing a listening ear, companionship and spiritual guidance. The valuable services assist with the holistic care of patients, residents and their families. In addition to the wonderful services provided by our chaplains, we partnered with The Training Collaborative to provide the only Baptist-led online Certificate IV in Chaplaincy and Pastoral Care with a particular focus on hospital chaplaincy. We were also able to provide scholarships to people looking to volunteer with Carinity as hospital chaplains and needing to enhance their qualifications.

“For me, things like sharing a meal can be incredibly spiritual. When I meet people in the wards sometimes we will just talk through their issues, pray or read scripture, which is what people usually see chaplains doing. I also do things that are important to each person individually.”

Grant Nelson, Carinity Chaplain



Street artist Mr. G with Carinity Communities – Our House Program Manager Dave McNair at the Shift Youth Festival at Bridgeman Baptist Community Church.

Youth

This year, we saw one of our youth services close due to a lack of government funding and declining community support.

Harald's House in Cairns has been run by Dr Harald Falge OAM since 2012 after spending years raising funds to purchase the shelter.

Dr Falge dedicated his life to helping the homeless young people of Cairns but failing health and a lack of funds made him realise it was time to close the service. We were deeply saddened by the closure of the house and sought multiple funding avenues without success. We are looking at other ways to continue to assist young people in the Cairns community.

Carinity Youth – Orana started a program to connect young people with local businesses to gain work experience. They had a major success with Jackson who obtained an electrician apprenticeship with AWK Electrical, which was impressed by his work ethic during work experience. For young people struggling to survive and find a place to sleep, things like work experience

and education usually drop off the priority list. We enable young people to refocus on their futures by providing a safe place to stay with support from youth workers.

Carinity Youth – On Track, our medium-term accommodation for young people in the child protection system, provided support to four Indigenous young people in the Rockhampton area. Our Head Office staff, as well as the Friends of Shalom in Rockhampton, provided Christmas presents to the young people at On Track. One of the young people was selected for the Central Queensland Indigenous Development Young Achievers Team to play soccer in New Zealand. Many people in the community donated clothing and money for the trip. We were also grateful to the Livingstone Shire Council for providing a grant to build a gazebo at On Track for outdoor counselling sessions, a retreat space for activities, art or music. The support of the local Carinity Maintenance Team and NEATO Work for the Dole enabled this project to come to fruition.



Toby Thompson undertakes a recreational activity as part of the Get Set for Work program for teenagers, run by the Carinity Fassifern Community Centre.



Members of The Grove Baptist Community Church – Mainly Music Program, a Carinity Innovation Grants recipient.

Key Facts



One in three young people who accessed Harald's House had experienced domestic violence.



One in five young people who accessed Harald's House had experienced mental health issues.



One in two young people who accessed Orana had experienced domestic violence.



One in two young people who accessed Orana had a history of substance abuse.

Innovation Grants

Our vision of creating communities where people are loved, accepted and supported to reach their full potential doesn't stop with our own services.

We also fund sustainable grassroots projects in communities through the Carinity Innovations Grants. We distributed \$50,000 to Queensland Baptist Churches across the State to deliver direct relief to poverty, sickness, suffering, distress, misfortune, disability, homelessness and helplessness.

Projects included providing a safe space for young children and mums, establishing a grief-support group for parents who have lost children, an after-school families program, and providing school children breakfast each morning.

2015 Carinity Innovation Grants recipients:

The Grove Baptist Community Church – Mainly Music Program – building a child-safe area to deliver a children's music program.

Yandina Baptist Church – Men's Shed Program – Purchasing power tools and woodworking equipment for the Men's Shed.

Chancellor Park Community Church – DRIVE100 Hours Initiative – Helping unemployed youth achieve the 100 hours needed to pass their driving tests.

Gateway Baptist Church – Bereaved Parents Support Project – Establishing a grief-support group for parents who have lost a child.

Gympie Baptist Church – School Brekky Program – Ensuring children start the school day with breakfast.

Lifepointe Baptist Church – Journey Program – Purchasing a barbecue trailer to provide free food for people in need.

Rockhampton Baptist Tabernacle – Family Connect – Assisting with the establishment of an after-school family program.

Bundaberg Baptist Family Day Care Scheme – Footprints Kindergarten – Helping establish an approved Kindergarten program.

Clontarf Beach Baptist – Counselling Service – Providing free counselling to people with a disability or mental illness for a year.

Key Facts



Over 10 years the Carinity Innovation Grants have provided over **\$260,000** to fund **96** initiatives.



Carinity Aged Care – Hilltop Customer Service Coordinator Debbie Alkoby chatting with resident Elsie Pugh.

Our People

Our Management Team



Jon Campbell
Chief Executive Officer



Jacinta Geraghty
Executive Manager
Aged Care



Michael Harding
Executive Manager
Education Services



Margaret Darwin
Acting Executive Manager
Human Resources



Steve Munro
Executive Manager
Finance and
Administration



Peter Lamberth
Executive Manager
Business and Development



Simon Hartfiel
Chief Information Officer

Our Board



Chair
Gavin Hulcombe



David Loader
Member



Phillip McCallum
Member



David Angell
Member



Rodney Hutcheon
Member



Rohan Reid
Member



Carinity Aged Care – Hilltop staff members Eunice Chiponda and Whitney Gore.



Carinity Aged Care – Kepnock Grove Customer Service Coordinator Lorraine Murray with 2015 Carinity Volunteer of the Year, Ruth Van Beek.

Volunteers

Our 190 volunteers across Queensland provide a range of services to aged care, education, community support, chaplaincy and youth assistance.

They give unmeasurable support to the communities they work in and our organisation is immensely grateful. In October, we held our biannual Supporters High Tea to thank our volunteers and donors and announce Volunteer of the Year winner, Ruth Van Beek from Bundaberg. Ruth is a resident of Carinity's retirement community at Kepnock Grove and volunteers tirelessly to engage with the residents in aged care. Whether it's just having a chat to residents, being creative and crafty, helping out with events like the International Dinner and our Airing of the Quilts festival, the staff and residents of Carinity Aged Care – Kepnock Grove value her positive outlook and contribution to their community. Ruth was also recognised as Queensland's best Aged Care Volunteer 2016 in Leading Aged Care Services Queensland's Excellence in Care Awards.

Volunteer of the Year Finalists:

- Ruth Van Beek** (Carinity Aged Care – Kepnock Grove)
- Audrey Thomson** (Carinity Aged Care – Wishart)
- Nicola Free** (Carinity Education – Southside)
- David Godby** (Chaplain)
- Karen Penengo** (Carinity Education – Glendyne)
- Stuart Prout** (Carinity Communities – Fassifern)
- Philip Smith** (Carinity Aged Care – Shalom)
- Beverley Young** (Carinity Aged Care – Shalom)
- Gloria Cowie** (Carinity Aged Care – Shalom)
- Avis Hodges** (Carinity Aged Care – Shalom)
- Ross Hamilton** (Carinity Education – Glendyne)
- Doungdee Watt** (Carinity Education – Southside)
- Adam Prince** (Carinity Aged Care – Colthup)
- Candy Gillard** (Carinity Communities – Our House)

“Volunteering is what I live for and the residents and staff give me as much as I give them. They’re like my family.”

Ruth Van Beek

Making a Difference



Brie Brown, a Registered Nurse at Carinity Aged Care – Karinya.



Kaylene Paradine and Stephen Braun from Carinity Communities – Wahroonga receive a cheque from Inner Wheel Club of Rockhampton Sunset members Glenda Ireland, Rilla Evans and Evril Curd.

Thank you to all the individuals, churches, community groups, businesses, trusts, volunteers and funding partners who have supported Carinity this year. We cannot thank you enough for everything you do.

A special thanks to:

Alex Gow Funerals
Anthony & Dorothy Eliot
Ashgrove Baptist Church
Bendigo Bank
Betty James
Beverley Manser
Brian & Janet Gover
Bridgeman Baptist Community Church
Brisbane Girls Grammar School
Carole Woolnough
Centenary Lakes Christian Community
Charlie & Lynne Catalano
Claire Scurrah
Courtney's Quality Meat
Crazy Cairns Pty Ltd
Dr Ewan Nixon
Dr Glenda Powell
Far North Nomads

Friends of Kepnock Grove Auxiliary
Friends of Shalom
Goodman Foundation
Graham Harvey
Ian & May McNutt
Inner Wheel Club of Rockhampton Sunset
Jim & Ruth Radford
Joy Challenor
Laidley Uniting Church
Laurie Fraser Family
Lions Club of Cairns
Mark Reyne
Meredith Thornton
Mr & Mrs Christensen
Peter & Carolyn Hinchcliff
Queensland Baptist Gift Foundation
Redlynch Hall Committee
Scott Tobin

Stockland Cairns
The Alpha School System
WAVSS
Zonta Club of Brisbane South Inc.
Australian Government Department of Social Services
Australian Government Department of Education and Training
Queensland Government Department of Education and Training
Queensland Government Department of Communities, Child Safety and Disability Services
Queensland Government Department of Housing and Public Works

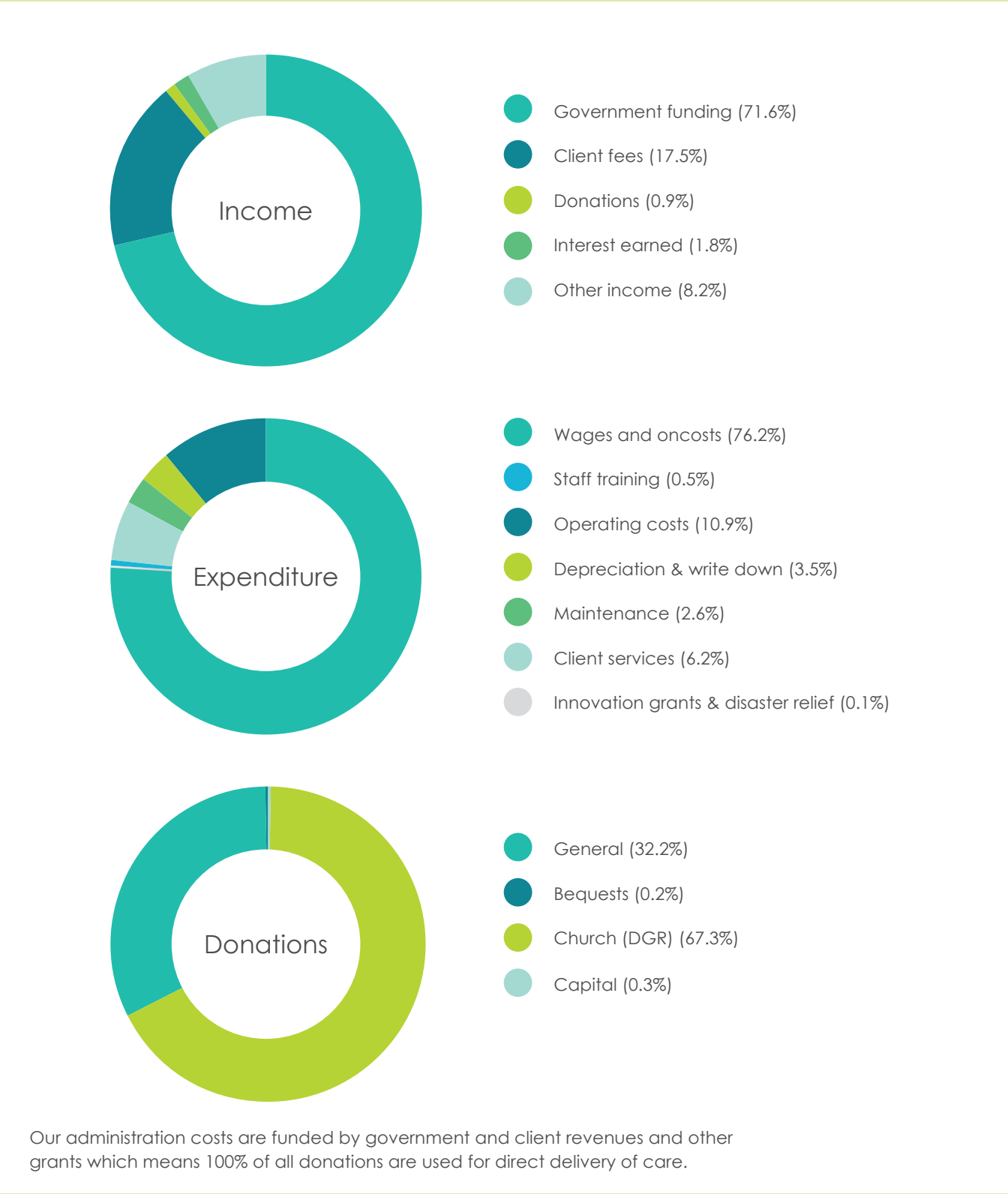


Australian Government

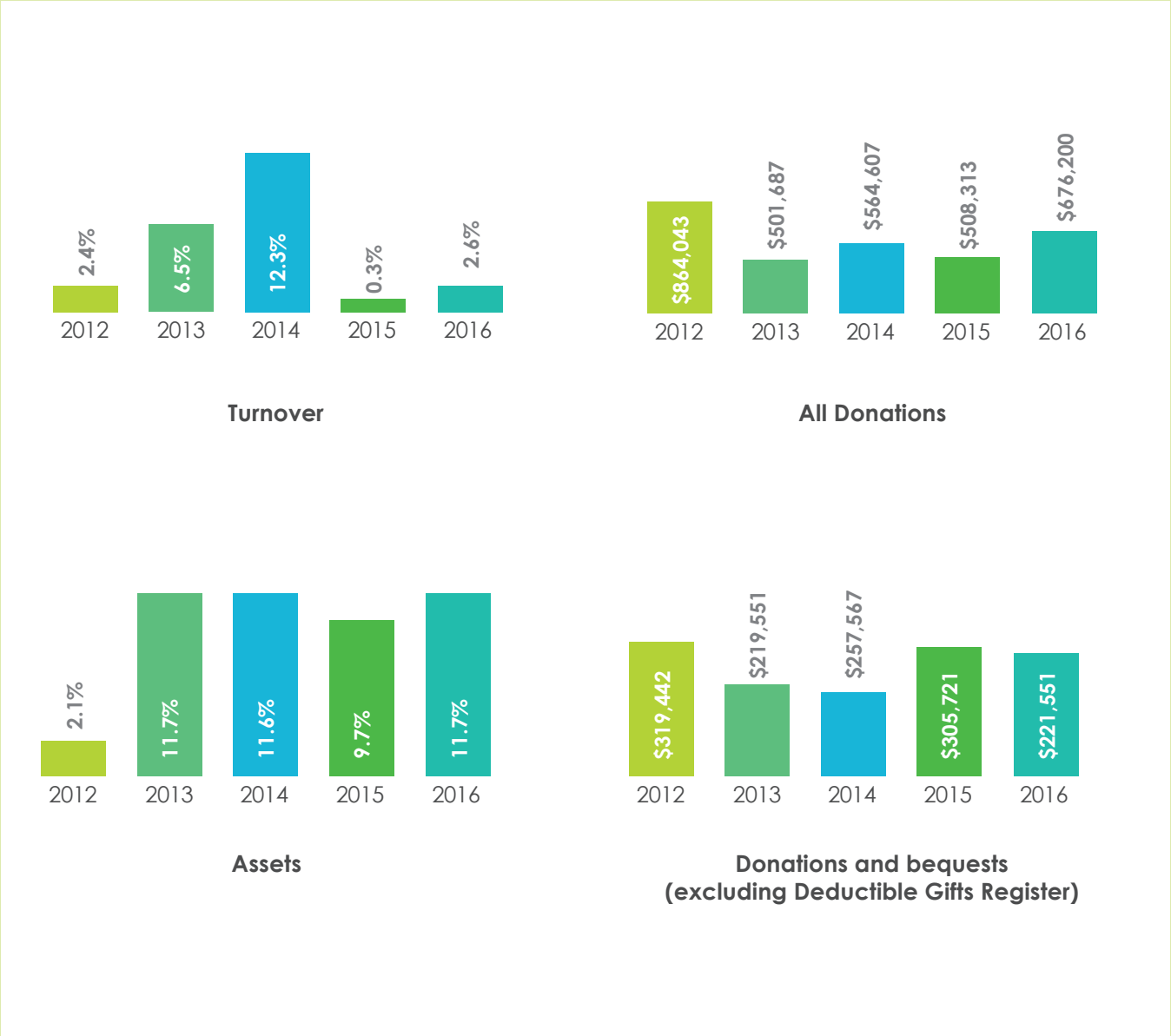


Queensland Government

Financial Summary



Five-year financial performance snapshot



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