

Wintringham

Annual Review

2019-2020



Contents

President's foreword	02
CEO's message	04
Who we are	06
Where we are	06
How we can help	07
Our services	08
Our clients	10
Our staff	11
New beginnings	12
Building our way out of homelessness	12
Adapting for the future	14
Introducing NDIS to Wintringham	16
Our timeline	17
Celebrating our people	18
Tribute to Wayne	18
Australia Day honours for Wintringham women	19
Thank you Doris for 20 years of service	20
Response to Covid-19	22
Keeping safe in unprecedented times	22
Volunteers help break isolation	24
Necessity the mother of invention	25
Financials	26
Inclusion Statement	28

Cover: Wintringham legend Wayne Walker



President's foreword



Gerard Mansour

Never before have Wintringham's services and support been more important to vulnerable senior Victorians than during the Covid-19 pandemic. This is testimony to the wisdom of Bryan Lipmann AM, some 30 years ago, in creating Wintringham to fill a significant void by providing a 'home till stumps' for older people at risk of homelessness.

When I visit our sites, I am always struck by the genuine dedication of our staff,

whether they are supporting our clients in their own homes, in our housing, in one of our residential aged care homes or through our corporate support services.

Their ability to care for our clients has of course been rigorously tested by the Covid-19 pandemic. But in this challenging time, the consistently professional and dependable contribution of our staff has been one of our shining lights again this year.

Wintringham also continues to thrive and grow due to the tremendous leadership of both Bryan as well as the Executive Management Group; my sincere gratitude goes to every member.

The organisation is now reaping the benefits of the executive management changes implemented in late 2019, when Bryan decided to expand the number of executive positions. In light of our ongoing growth and the Covid pandemic that was soon to occur, looking back now, the timing couldn't have been any better. This meant our

leadership and our organisation were thankfully well positioned to weather this Covid storm.

As I reflect on the year just gone, I would like to thank each and every one of my fellow Directors for their amazing contribution to the governance of our organisation. I would also like to acknowledge the important work of our Executive, Finance and Audit, and Clinical Governance Committees who have adapted with agility and professionalism throughout what has been an unprecedented time for all homelessness and aged care providers.

Finally, I want to acknowledge the great challenges that have confronted all our staff and volunteers. We are just so fortunate to have you on the Wintringham team; your passion and commitment to our clients inspires me every day. Sincere thanks to you all.

Gerard Mansour
President



CEO's message



Bryan Lipmann AM

This has been a year like no other with our response to the Covid pandemic dominating all of our work and private lives. Words cannot express how proud I am of the dedicated and loyal people who work at Wintringham caring for our clients and residents.

Through good and sound policy and practices, along with staff and residents being prepared to follow directions; and a generous

sprinkling of good luck, as I write this report in October we have to date managed to keep the Covid virus out of our residential aged care homes.

Similarly with our home care and housing services, the very few instances of infection have been via non-related hospital stays.

Covid has changed much of our work - not least being that our staffing numbers have now risen to over 800. To all staff, I can only offer my thanks and my deep admiration of your work.

Throughout all of the drama and tension of dealing with Covid, the Aged Care Royal Commission has loomed large. Wintringham has made no secret over the years, of its profound disillusionment with the aged care sector for its disinterest in caring for the aged homeless. To some extent the aged care program itself disadvantages providers who work with the elderly homeless, but this can potentially change with the findings of the Aged Care Royal Commission.

I have been grateful to the Commission for its interest in Wintringham and for its willingness to showcase our homelike model of care. What I am really interested in however, is to see if their findings and recommendations will lead to a fairer and more equitable program; a program which empowers impoverished elderly people to seek and gain appropriate and high quality aged care, and one that fairly and equitably funds the few providers who choose to work with the elderly homeless.

Wintringham has in excess of 1,500 elderly people on our waiting list - elderly people who require housing or aged care. This is surely a national disgrace for such a wealthy country. I can only fear that this waitlist will grow as a result of Covid. Government action is urgently required.

With regard to other company activities, our Home Care Package numbers are continuing to grow to the stage where they have now reached 850. This together with an uplift in CHSP funded outreach

through the very effective ACH program, has meant that Wintringham has been able to greatly extend its community care focus.

This will be of increasing importance as we ramp up our construction program, in what often feels like a never-ending chase to keep up with the growing demand for affordable housing.

In addition, to manage this extensive growth, we have begun a Digital Transformation Project which has been generously supported by the Wicking Trust. This huge IT project will make a dramatic organisational change to the way Wintringham does business.

The final and perhaps the most important step in managing our increasing size, has been a major restructure of senior executives in the company. I enthusiastically welcome Jane Barnes and Dee Healey to our team and take the opportunity to thank them and Michael Deschepper, Phill Goulding and Les Butler. I am grateful to be working with such an extraordinary, effective and enthusiastic group of highly skilled people.

And finally thanks to Gerard Mansour and his team of Directors. It is the most engaged and supportive group of company directors that any CEO could hope for.

Bryan Lipmann AM
CEO / Founder



Who we are

Wintringham is:



A specialist not-for-profit welfare organisation.



Committed to providing older people who are at risk of, or who have experienced homelessness with a range of high quality services.



Supporting clients at every stage of need and providing them 'a home until stumps'.

We assertively advocate for vulnerable people aged 50 and over to State and Federal Government, as well as in aged care, homelessness, housing and other forums. Our forward thinking approach has made us an international benchmark for action on elderly homelessness.

Where we are

We support our clients from various locations across Victoria.



Supported Housing

Avondale Heights	Euroa	Lancefield
Ballarat	Flemington	Manifold Heights
Belmont	Frankston	Maryborough
Benalla	Geelong	Melbourne CBD
Bentleigh East	Gisborne	Romsey
Castlemaine	Heathcote	Shepparton
Coburg	Highton	St Arnaud
Delahay	Kensington	Williamstown

Residential Aged Care

Avondale Heights
Coburg
Dandenong
Flemington
Port Melbourne
Williamstown

Community Support Service Area

Wintringham provides services from various offices across Victoria. Services include Homelessness Outreach, Housing Support, Home Care Package delivery, NDIS and Recreation.

INITIAL SUPPORT

Advice and Information

MONDAY - FRIDAY BUSINESS HOURS

Specialist team Phone/email advice and information about housing and support options

P: 03 9034 4824 adviceandinfo@wintringham.org.au

Connect with Services

MONDAY - FRIDAY BUSINESS HOURS

Access and support services providing short-term assistance Linking people to services and/or healthcare providers

Help to find Housing

MONDAY - FRIDAY BUSINESS HOURS

PLUS assistance to find affordable, long-term housing Outreach teams provide linkages to services

How we can help

We provide a variety of services to help our clients live a good life.

ONGOING SUPPORT

Housing Support

MONDAY - FRIDAY BUSINESS HOURS

Support to maximise health, wellbeing and to maintain tenancy

Home Care Packages

24 HOUR CARE

Promoting independent wellbeing at home Through appropriate packaged levels of care

Disability Support (NDIS)

24 HOUR CARE

Services to help people in their home, and in the community. Help to find and coordinate support

Residential Aged Care

24 HOUR CARE

Assistance provided with daily living tasks On-site personalised care available together with all accommodation needs

Social Housing

24 HOUR SUPPORT

Purpose built housing PLUS support services to enable people to live independently for as long as possible

Recreation Services

24 HOUR SUPPORT

Tailored leisure & daily living activities Aimed at enhancing self-esteem, inclusion & participation

Our services

in 2019/20

RESIDENTIAL AGED CARE

282

Residents supported at year end

102,175

Days of care provided



HOME CARE PACKAGES

824

Clients supported at year end

125,805

Services delivered

104,351

Hours of services delivered by Wintringham staff

OUTREACH & HOUSING SUPPORT

985

Clients supported in 2019/20

37,310

Hours of support provided

HOUSING

585

Housing units

287

Additional units to become available within the next 3 years

ADVICE & INFORMATION

3,212

Referrals (calls and emails)



DISABILITY SUPPORT (NDIS)

61

Clients supported at year end

17,064

Hours of direct care

4,397

Hours of support coordination

9,609

Services provided

RECREATION

RESIDENTIAL AGED CARE

22,008

Activities delivered

67,824

Client participations

Average of 288

Activities per client

HOME CARE PACKAGES

15,603

Services delivered

39,076

Hours of service

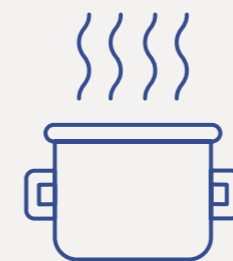
2.5 hours

Average service duration

MEALS MADE

233,766

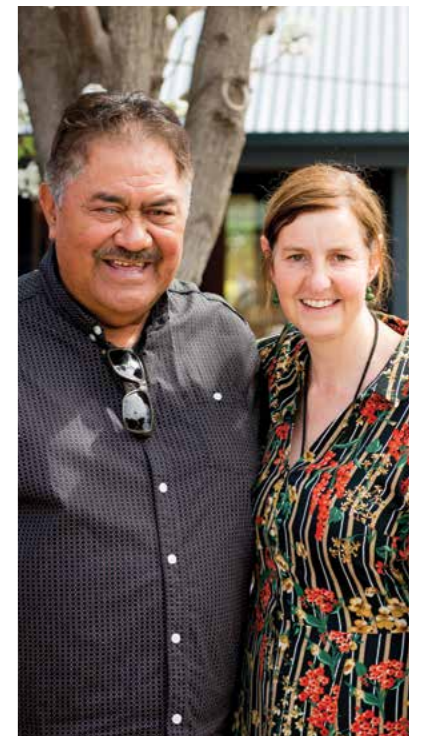
Meals produced by our commercial kitchen



VOLUNTEERING

4479

Hours of volunteer service



Our clients

CLIENT ASSETS ON ADMISSION (INTO RESIDENTIAL AGED CARE)	2020	2019
With no assets on admission*	75%	74%
*2005 figure was 22 per cent.		

AVERAGE STAY (YEARS)			
Home Care Packages	Residential Aged Care	Housing	
2020 4.3	2020 4.4	2020 5.8	
2019 3.5	2019 4.2	2019 3.7	

TYPES OF PENSION (IN RESIDENTIAL AGED CARE)			
Aged	Disability Support	DVA	
2020 75%	2020 23%	2020 2%	
2019 76%	2019 23%	2019 1%	

AVERAGE AGE (AT 30 JUNE)			
Home Care Packages	Residential Aged Care	Housing	
2020 75.7	2020 74.1	2020 71.7	
2019 75.3	2019 74.1	2019 73.6	

MEN RECEIVING SERVICES			
Home Care Packages	Residential Aged Care	Housing	
2020 402	2020 200	2020 280	
2019 328	2019 199	2019 284	

Wintringham provides services to additional clients through outreach and housing support.

WOMEN RECEIVING SERVICES			
Home Care Packages	Residential Aged Care	Housing	
2020 422	2020 82	2020 279	
2019 363	2019 80	2019 272	

Wintringham provides services to additional clients through outreach and housing support.

AVERAGE AGE AT ENTRY	2020	2019
Home Care Packages	71.7	71.6
Residential Aged Care*	69.7	70.0
Housing	65.9	73.6

*The average age for Australians entering residential aged care is 84 years.

Our staff

	2020	2019
Total staff	793	677
Full time staff	145	120
Part time staff	456	429
Casual staff	192	128
Average age of staff	47	48
Male staff (percentage of male staff)	18%	18%
Female staff (percentage of female staff)	82%	82%

New beginnings

Building our way out of homelessness

Providing clients with accommodation options is a crucial element of Wintringham's Continuum of Care model; homelessness does not end until a person has secure housing. With this in mind, it's a particularly exciting time for Wintringham, with numerous housing and residential aged care building projects currently underway.

"It's an exciting time for Wintringham and for social housing in Melbourne, regional Victoria and Tasmania," said Michael Deschepper, Wintringham Deputy CEO.

"These developments will significantly increase the number of housing options available for our clients, with 353 housing units and aged care beds with confirmed funding.

"We're proud to say on completion we will have 1000 housing units exclusively available for older people who have experienced or are vulnerable to homelessness."

"The completion value of these projects will exceed \$100 million. This represents further proof of Wintringham's successful 'home until stumps' model, which includes support services to ensure clients achieve positive long-term housing and support outcomes."

As at June 30, 2020, our projects and their progress are as follows:

Mooltan Street Travancore - this new Specialist Dementia Care Unit is part of McLean Lodge and will provide dedicated care and accommodation for up to six people with severe behavioural and psychological symptoms of dementia that are unable to be cared

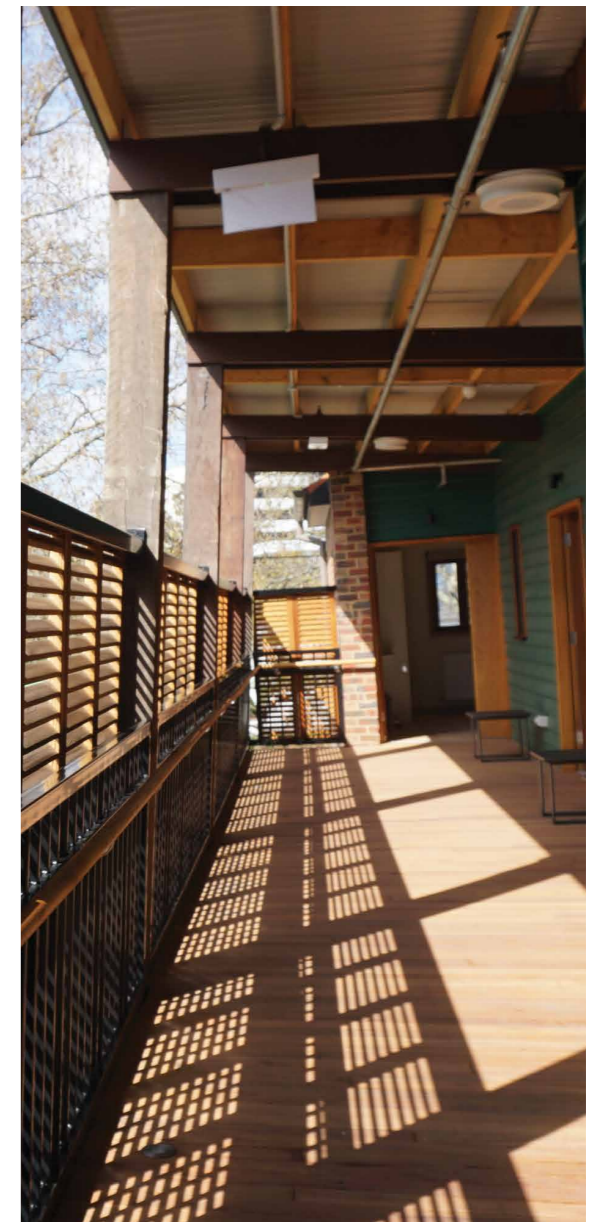
for in mainstream aged care settings. The building will be completed by September 2020. Thanks to the Commonwealth Government for their support.

Heathcote - Wintringham received funding from the Lions Club of Heathcote, Heathcote Health, City of Greater Bendigo, Heathcote and Nagambie Community Bank and the Victorian Property Fund to build four new one-bedroom units in Heathcote, adjacent to our existing 17 unit development. The housing will be ready for older homeless members of the local community to move in October 2020.

Hobart, Tasmania - This will be the first time Wintringham will establish a service interstate. A key element of the model is the development of a 40-bed residential aged care facility and 10 social housing units in Bellerive Tasmania. Construction is underway on the housing units, and we anticipate the adjoining residential aged care facility will commence construction soon.

In addition to the Bellerive development, the Tasmanian Government have committed to making available a further 157 social housing units around Hobart. These units will be exclusively available for older homeless and disadvantaged men and women and Wintringham will manage the properties and provide support to residents. This housing will start to come available over the coming year with renovations undertaken where necessary. Combined with establishing a home care program and providing further outreach and housing support services, our Hobart services will be the launch pad for growing a Tasmanian base.

Shepparton - This will be a first for regional Victoria, as Wintringham will build both a residential aged care home (20-beds) and social housing (28 units) over two levels located immediately beside our existing Shepparton site. This project is estimated to be ready for residents to move in by early 2022. This project has been made possible with the generosity of two philanthropic trusts; Ian Potter Foundation and John T Reid Charitable Trust, along with the Victorian branch of the Australian Nursing and Midwifery Federation, both State and Federal Governments. This development will cement Wintringham's presence in the Goulburn Valley region, and the aged care home will provide enhanced accommodation options for housing clients as their care needs increase.



Our new Specialist Dementia Care Unit



Construction is underway in Tasmania.



Our new Heathcote units

New beginnings



Our newest purchase in Bendigo, will be converted into social housing units.

Lyndell White House, Coburg – The Town Planning process is underway for a redevelopment of this 35-unit property that Wintringham purchased in 2019, thanks to the generosity of the Peter and Lyndy White Foundation. We have created a masterplan to update, modernise, and increase the number of units available to 49. We expect construction to commence in 2021.

Highton – Wintringham Housing has been given the green light to build 22 new one-bedroom housing units in Highton. This project was made possible through a grant from the Victorian Property Fund, and a contribution of land and additional funds from the Alexander Miller Estate. These units will be adjacent to our existing 34 units in Highton. The new housing will be constructed in 2021 and ready for residents to move in early 2022.

Bendigo – Our newest confirmed project will see Wintringham commence services in Bendigo. Once more, thanks to the generosity of the Peter & Lyndy White Foundation, Wintringham signed a contract to purchase a former motel in Golden Square, central Bendigo. The purchase settles in September 2020. The property has 17 units, with a goal to renovate and convert them into self-contained social housing.

Adapting for the future

Over the past 30 years, Wintringham has grown significantly to become Australia's leading not-for-profit provider of services to older people who have experienced homelessness or similar disadvantage, and we anticipate this growth to continue.

Our successes have been a testament to the dedication, hard work and loyalty of our staff, but the time had come to ensure Wintringham was well positioned for the future.

“While we have achieved so much with a strong executive and management team, we need to continually adjust to the needs of our growing organisation; so in early 2019 I commenced the process of reviewing and consulting with staff to find out what they thought was working with our structure and just as important, what wasn't. I am grateful for the high level of engagement, and thought-provoking feedback we received over the six month period of this information gathering process,” said Bryan Lipmann CEO/Founder.

Once recommendations and outcomes were determined, in November 2019, the process of consulting with the Executive on an organisational restructure that would strengthen our client services and the workplace we provide for our staff commenced.

“The Executive Management Team now includes six roles, four of which are new. As part of these changes we thank Helen Small who was our General Manager of Operations for her 15 years of loyal service,” said Bryan.

“True to our roots, I'm happy to say we now have a dedicated Homelessness and Client Support Services stream. This move I believe elevates our

core purpose to ensure supporting the homeless always remain a top priority.

“With all Executive positions in place by March 2020, and the Covid-19 pandemic also commencing that month, the timing for these changes couldn't have worked any better. I am grateful to my colleagues and their teams for their support to ensure the smooth transition.

“As we continue to grow in size, geographically, and diversify our services, I am confident that Wintringham's legacy will continue for at least another 30 more years.”

Wintringham Executive Management Team



Bryan Lipmann,
CEO/Founder



Michael Deschepper,
Deputy CEO



Jane Barnes,
Chief of Staff



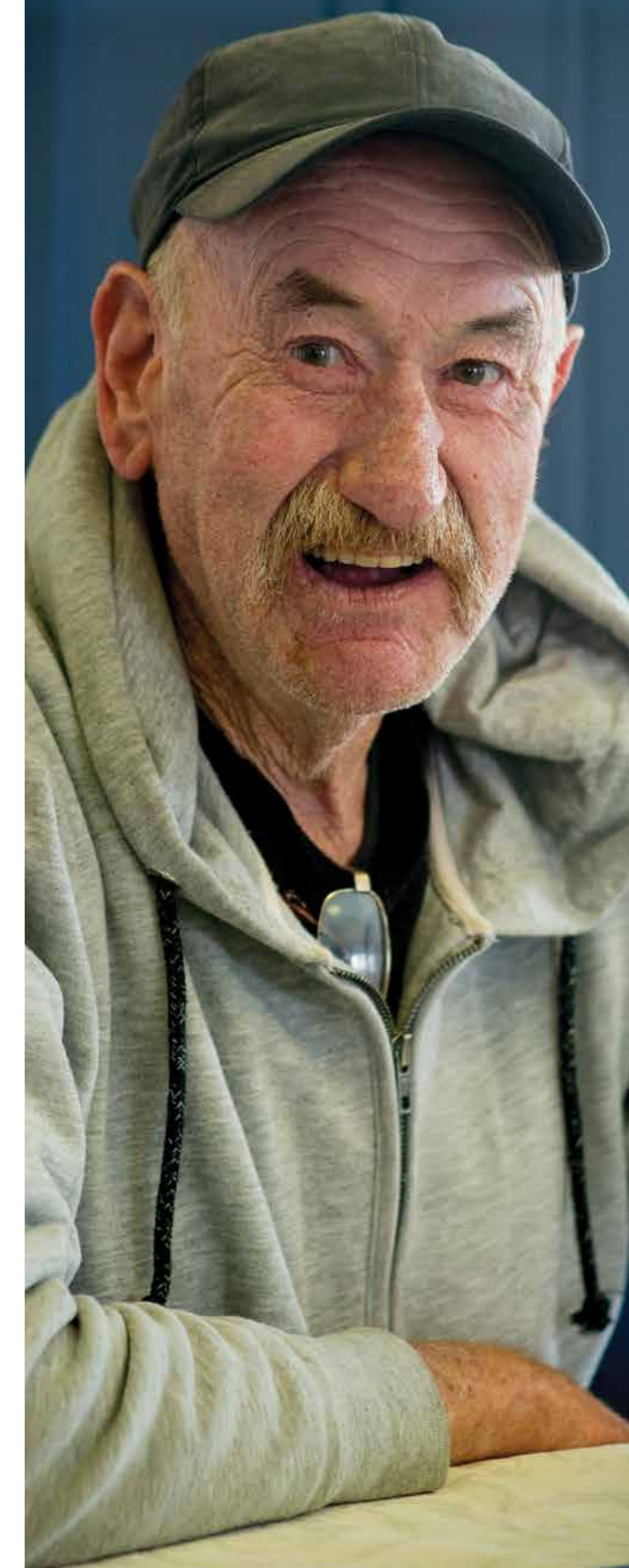
Phillip Goulding,
General Manager Aged Care



Dee Healey,
General Manager
Homelessness & Client
Support Services



Les Butler,
General Manager People,
Culture & Engagement



New beginnings

Our timeline



Recreation Officer Bernie (right) helping one of our first NDIS clients Cheryl, to fulfill her dream of attending Moonee Valley races in 2019.

Introducing NDIS to Wintringham

Wintringham's support offering officially expanded this year with the introduction of services provided through the National Disability Insurance Scheme (NDIS).

The NDIS provides support to eligible people with intellectual, physical, sensory, cognitive or psychosocial disabilities. Each person using NDIS services receives a personalised plan with funding to help them reach their goals.

Services from NDIS are planned and coordinated, then delivered to participants in their home. Through these services, participants can achieve personal goals and remain as independent as possible.

"The funding enables us to provide help for people to maintain their home, do their shopping or even

just helping to get them out and about in the community, when Coronavirus restrictions aren't in place of course," said Service Development Coordinator Tanya Atkinson.

"In early 2019, we started a pilot project to introduce NDIS services at Wintringham, as many of our clients and residents were asking us to. They were struggling to find providers who understood them, and could meet their needs.

"We now have almost 70 participants receiving NDIS services from Wintringham. The most common type of service people are purchasing from us is Support Coordination, and pre-Covid-19, Recreation Support to improve their access to the community."

Wintringham has undergone accreditation and is now registered to provide Assistance with Daily Life, Assistance with Social & Community Participation and Support Coordination.

For more information visit: www.wintringham.org.au/NDIS.html

- 1989** Company started
- 1990** Williamstown Lionsville Supported Housing acquired
- 1992** Flemington Head Office opens
- 1993** Flemington McLean Lodge Residential Aged Care Hostel opens; Williamstown Residential Aged Care Hostel opens
- 1995** Aged Care Australia, National Organisation Award
- 1996** Port Melbourne Residential Aged Care Hostel opens
- 1997** Housing support and home care programs start
- 1999** Kensington Atkins Terrace Supported Housing opens; Melbourne City Guildford Lane and Ebsworth House Supported Housing opens
- 2002** Seddon office opens
- 2004** East Bentleigh Supported Housing opens; Moorabbin office opens; Williamstown Lionsville Supported Housing redevelopment completed
- 2006** Ron Conn Residential Aged Care Home opens
- 2006 - 2016** Wicking philanthropic project. Residential aged care pilot program for clients with complex needs
- 2007** Ascot Vale office opens
- 2008** Wintringham Housing Limited established
- 2009** Alexander Miller Estate partnership established
- 2010** Keysborough office opens; Dandenong Eunice Seddon Residential Aged Care Home opens; Avondale Heights Jack Gash Supported Housing opens
- 2011** Delahay Supported Housing opens; Alexander Miller Estate redevelopment of Supported Housing in Shepparton, Euroa, Maryborough, St Arnaud, Geelong and Ballarat; Awarded United Nations Habitat Scroll of Honour; Geelong and Shepparton offices open
- 2012** Alexander Miller Estate redevelopment of Supported Housing in Benalla and Castlemaine
- 2012 - ongoing** Homelessness Innovation Actions Project commenced (expanded housing support in regional Victoria)
- 2014** Coburg Gilgunya Residential Aged Care and Supported Housing acquired; Melburnian of the Year awarded to CEO Bryan Lipmann AM; Significant advocacy to secure the Residential Aged Care Homeless Supplement
- 2015** Creswick office opens
- 2016** Heathcote Supported Housing acquired; Assume management of Supported Housing in Romsey, Lancefield and Gisborne
- 2017** Frankston Angus Martin House Supported Residential Service opens
- 2018** Flemington Patrick Walsh Supported Housing and new Head Office opens; Winner Outstanding National Organisation Hesta Aged Care Award; Alexander Miller Estate redevelopment of Supported Housing at Park Street Geelong
- 2019** Coburg Irving Benson Court Supported Housing acquired and renamed Lyndell White House; NDIS National Disability Insurance Scheme, pilot services begins
- 2020** Contracts signed to purchase Bendigo housing site

Celebrating our people

Tribute to Wayne

On the 1st of June 2020, one of Wintringham's beloved long-term residents Wayne Walker passed away.

In many ways, Wayne embodied the spirit of Wintringham, he had a rough start to life, but was always grateful for the support he received, and wasn't afraid to share his story if it meant he could help prevent others from going down the same path.

Wayne grew up in Richmond, and moved around a lot as a child, first between different boys' homes, then later in and out of prison. He then became homeless and lived on the streets of Melbourne; in parks, laneways and anywhere with a little shelter. When he was 35, he found himself knocking on death's door and chose to turn his life around. This is when he found Wintringham, and is where he stayed for 25 years; first at Ebsworth House in Melbourne's CBD and later at Wintringham's Delahey housing units.

Wayne was a great advocate for Wintringham and referred to the organisation as his family that 'saved him' from his past. He was an incredible communicator and he'd often write letters of thanks to staff. Wayne had a natural gift of story-telling; he was always willing to share his experiences, and did so in a personal and captivating way for his audiences; some new starters in Wintringham's orientation program were lucky enough to hear him speak first-hand.

Of course one of the other important things in Wayne's life was the Richmond Football Club, there was never a conversation that did not involve mention of his beloved tigers.

Thank you Wayne for your kindness, generosity and unconditional support, it is Wintringham who should be thanking you for touching our lives in many positive ways. You will be greatly missed.

Vale Wayne Walker.



Thanks for your support and for the memories Wayne.

Australia Day honours for Wintringham women

In January 2020, we celebrated the announcement of three outstanding women who received Australia Day Honours for their work with community organisations who support those in need.

Wintringham Board Member Sabine Phillips AM, Volunteer Dot Lipmann AM, and former Board Member Dr Colleen Pearce AM, were all acknowledged as Members of the Order of Australia.

“Congratulations to you all, and our sincere thanks for your dedicated service to Wintringham, we are enormously proud of you and the contribution you have made and are still making to our community,” said Gerard Mansour, Wintringham President.

Congratulations Sabine Phillips AM

Current Board Member Sabine was recognised for significant service to aged welfare and to the legal profession.

Congratulations Dot Lipmann AM

Volunteer Dot was recognised for her significant service to the elderly, and to the visual arts. Dot's care, compassion and dedication to support Wintringham's clients since 1989 and her weekly visits to the residents at McLean Lodge ever since it opened over 25 years ago, has been unwavering.

Congratulations Dr Colleen Pearce AM

Former Board Member Colleen was recognised for her significant service to the community through public advocacy roles.



Sabine Phillips AM



Dot Lipmann AM



Dr Colleen Pearce AM

Celebrating our people



Thank you Doris for 20 years of service

"I started working with Wintringham 20 years ago as a Care & Support Worker when we only had 29 clients. I worked from Port Melbourne for a short while before we moved to Moorabbin," said Doris.

"I learnt a lot about life in my new job; working in the Port Phillip area was a real eye opener for me. Coming from a very close-knit family, seeing how others lived, made me realise just how lucky I was and how unlucky others were.

"I really felt for those living in boarding houses and high rise buildings, and yet, most of them were so appreciative of all the little things you help them with. I very much enjoyed working in a hands-on role with clients.

"Soon I progressed and worked as a Case Manager, then I put my hand up to trial a new role as Wintringham's first Client Services Coordinator. I ran with this new position and put procedures into place for the role. Although it was challenging, it was one I truly enjoyed. Now we have Client Service Coordinators at all offices that manage Home Care Packages.

"Despite not having any experience in aged care when I started, I worked extremely hard to prove to everyone that I could do it. I remain very grateful for that chance. I love the work we do at Wintringham and I find Bryan's story to be very inspiring."

"Together as a team we really do make a difference to so many lives just by showing our clients that they deserve to be treated just like any other person. I feel privileged to be part of that journey for so many clients, and it's extremely rewarding to know we provide vulnerable people with the care they need, and that they have a 'family' with Wintringham."

Thank you to Doris, and all our staff for their dedication and commitment to our vision.



Response to Covid-19



Staff at Gilgunya practising social distancing and wearing compulsory PPE.

Keeping safe in unprecedented times

The Covid-19 pandemic has without a doubt tested all of us in one way or another. It has challenged us to be vigilant, to take precautions and be prepared for anything, both at work and at home.

“Wintringham has been awarded for various building design features, one of which is easy client access to the outdoors. There is no doubt that this access to open space and fresh air has thankfully helped calm our resident’s fears and feelings of isolation

throughout this pandemic,” said Phillip Goulding General Manager Aged Care Services.

“All our staff have been fantastic; they’re so passionate about supporting our clients that simply have nobody else. The staff and volunteer response to Covid has been nothing short of admirable, and for this we are all extremely grateful.”

“With sound infection control policies and procedures that have been adapted over many years, due to other infectious outbreaks like

influenza and gastroenteritis, Wintringham was well positioned to respond to the COVID-19 pandemic. At every step of the way our Clinical team has been aligning our policies and procedures to the evolving Government advice, while also providing timely and informed guidance to all staff.

“Some of the tangible changes we’ve made along the Covid-19 journey include:

- On-site daily staff and visitor health checks and screening
- Sourcing and distribution of extra Personal Protective Equipment (PPE) supplies
- Additional infection control training
- Increased site cleaning regimes
- Rostering changes to ensure we have extra staff to support our clients and to ensure staff are only allocated to one work site
- Regular updates, communications (with staff, clients and their next-of-kin)
- Ongoing refinements to policies and procedures

“In April 2020, we applied the Government introduction of the compulsory influenza vaccinations for all those working in residential aged care, to all Wintringham staff. Again, thanks to the support of our amazing team, our whole organisation was compliant. We intend to make this our benchmark for the future!

“Our response has certainly put our agility, expertise and dedication to the test. The leadership our broader management team has displayed along with the support and understanding of our clients, staff and contractors, has meant this difficult situation has been made a little easier, thanks to everyone’s ‘let’s get through this together’ approach.

“We’re very pleased that so far (as at the time of publication), no Wintringham residential aged care home has been exposed to Covid-19, even though residents and staff have been tested hundreds of times. Although what is clear is that this fight is far from over.

“This virus it seems will be one that we’ll need to learn to live with. It will remain important for us all to continue following the necessary safety precautions every day. We can’t afford to become complacent.”



Response to Covid-19

Volunteers help break isolation

“How do we keep our residents and volunteers connected at a time where on both sides, they’ll be feeling varying levels of grief and isolation?” That’s what Wintringham Volunteer Coordinator Lauren Smith asked herself when this pandemic became a reality back in March.

“We already have many dedicated volunteers that visit our residents in housing, so we wanted to find a way to keep them in touch throughout this pandemic,” said Lauren.

Enter the Virtual Volunteering program that keeps volunteers and their resident buddy connected via regular catch ups through Zoom online or phone calls.

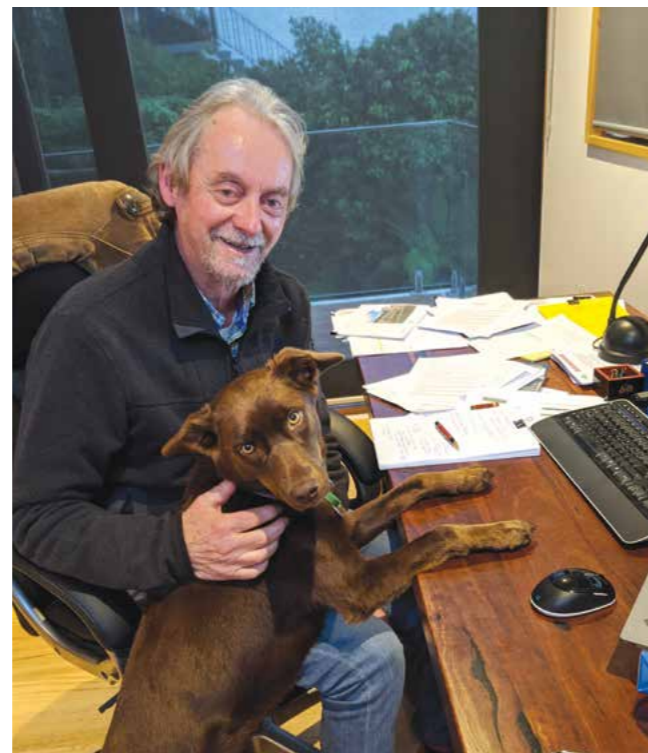
CEO/Founder Bryan Lipmann, his wife Dot and their dog Jac, also got involved in the program. Dot is a weekly volunteer at McLean Lodge, so they thought they’d also dial-in and put some smiles on residents’ faces as they converse over video chat.

For those who are more inclined to write or draw pictures, the PenPal Club was also created for new volunteers who would like to share a little about themselves; then Wintringham Recreation Coordinators match their letter with a client that they think has similar hobbies, or may be interested to write back. The Coordinator works with the client to respond with letters or even drawings sent by email.

“This was just another way to engage residents that don’t already have a regular volunteer visiting them, but perhaps feel like they need a different kind of human connection, or maybe just something else to do, to break up their day,” said Lauren.



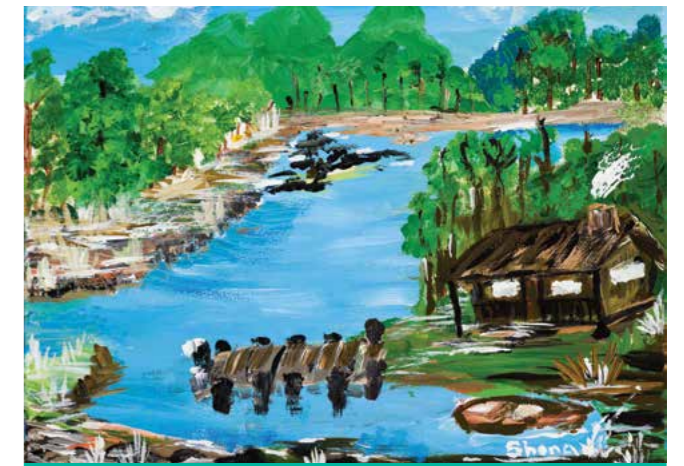
Letters to clients received through the PenPal program.



CEO Bryan Lipmann and his dog Jacqui do some virtual volunteering with clients.



Wintringham artist, Joseph Hubay and his piece ‘The Atmosphere’



Wintringham artist, Shona Te Hau and her piece ‘The Fishing Batch’



Wintringham artist, Sandra Frankel and her piece ‘Covid Dreaming’

Necessity the mother of invention

The Covid-19 pandemic has caused unforeseen global upheaval, but in this case, it has been a catalyst for innovation. With restrictions in place, organisers were forced to re-think the show, and so the first ever Art Space 2020 online exhibition was born.

Wintringham’s annual art show has been held during Homelessness Week since 2014, and has become a much anticipated highlight of the calendar year for many of Wintringham’s budding artists.

With over 80 artworks on show from Wintringham clients, many who have experienced or been vulnerable to homelessness, the exhibition is a creative outlet that enables housing, residential aged

care and home care clients to learn new skills, find creative ways to share their stories and experiences, and reduce boredom during the long Covid lockdowns in Melbourne.

Many of the artists are supported by Recreation Workers. “I loved hearing about the process of the artworks, about what clients were thinking and how they were feeling while creating them,” said Bella, Recreation Officer.

“I also found it really rewarding encouraging clients to submit pieces that they didn’t think were artworks.”

The art making process in itself is often cathartic, and the public presentation of the artworks a self-esteem boost for many clients.

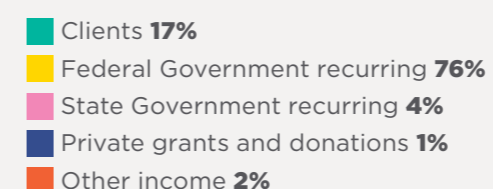
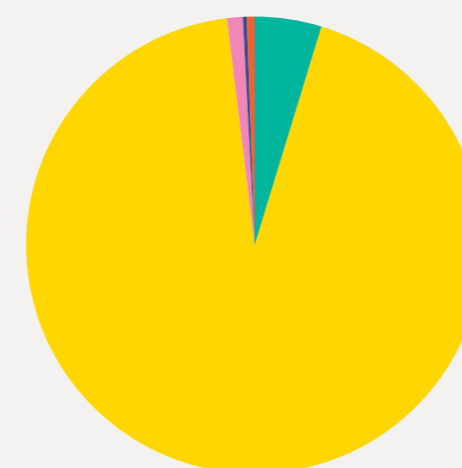
Art Space 2020 will remain online for viewing at: www.art.wintringham.org.au

Financials

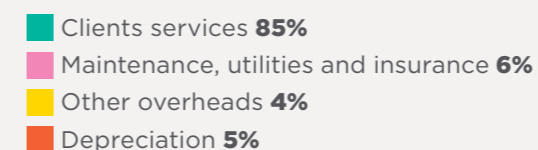
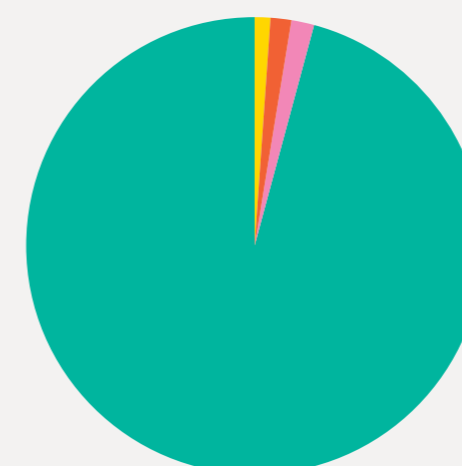
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE	2020 \$	2019 \$
Current Assets		
Cash and cash equivalents	17,680,404	18,467,681
Trade and other receivables	675,374	217,759
Inventories	90,890	70,888
Financial assets	6,129,129	3,628,429
Other current assets	241,746	205,731
Total Current Assets	24,817,543	22,590,488
Non-Current Assets		
Investment property	478,919	488,093
Property, plant and equipment	101,459,847	100,462,179
Right of use assets	536,520	-
Total Non-Current Assets	102,475,286	100,950,272
Total Assets	127,292,829	123,540,760
Current Liabilities		
Trade and other payables	14,114,037	12,793,487
Short term borrowings	10,013,688	9,752,926
Short term provisions	9,370,721	8,179,753
Total Current Liabilities	33,498,446	30,726,166
Non-Current Liabilities		
Long term borrowings	640,814	781,494
Long term provisions	614,983	755,588
Total Non-Current Liabilities	1,255,797	1,537,082
Total Liabilities	34,754,243	32,263,248
Net Assets	92,538,586	91,277,512

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE	2020 \$	2019 \$
Revenue from operating activities	60,742,410	53,847,153
Other revenue	1,464,475	1,151,016
Total revenue	62,206,885	54,998,169
Employee benefits expense	45,124,719	39,420,525
Finance costs	63,040	142,059
Impairment Loss	491,338	511,682
Resident and client services	8,458,279	7,039,047
Property maintenance, utilities and insurance	3,658,831	3,470,495
Administration and other expenses	1,746,223	1,813,946
Total expenses	59,542,430	52,397,754
Surplus before depreciation	2,664,455	2,600,415
Depreciation on property and plant and equipment	3,374,568	3,104,380
Net (deficit) before capital items	(710,113)	(503,965)
Revenue from capital grants and donations - Wintringham	1,004,327	4,213,493
Revenue from capital grants and donations - Wintringham Housing	846,860	2,402,892
Income recognised on an asset transferred at nil cost	120,000	0
Profit on sale of property	0	656,051
Total revenue from capital grants, donations and asset transfers	1,971,187	7,272,436
Net surplus for year	1,261,074	6,768,471

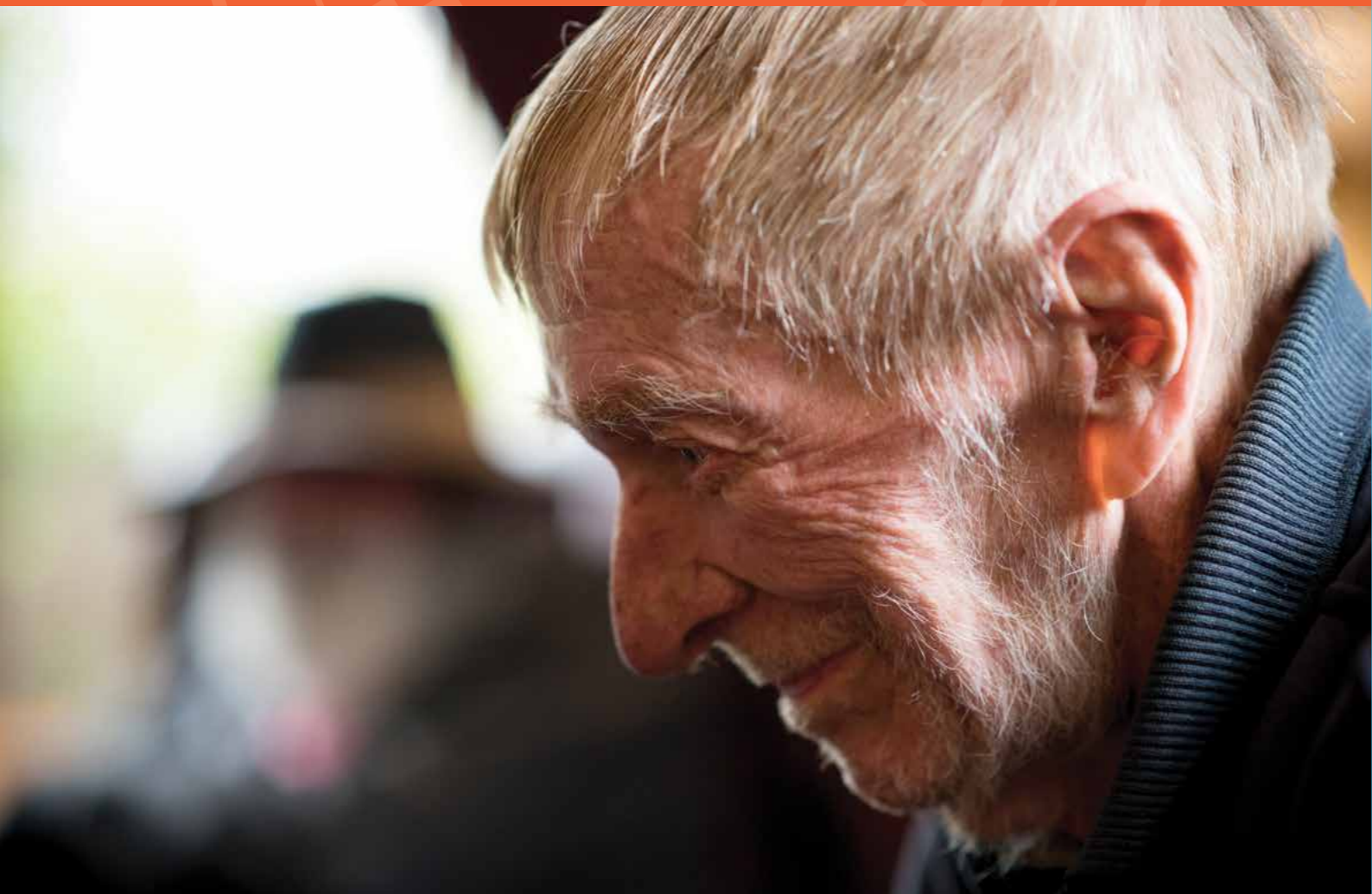
INCOME SOURCES



HOW WE SPEND IT



Inclusion Statement



“Wintringham is committed to Equal Opportunity for all. We value and embrace differences in gender, gender identity, ethnicity, culture, ability, religion, beliefs and sexual orientation.

We are committed to the safety of our older persons and have zero tolerance for elder abuse.

We acknowledge the Aboriginal people as the Traditional Custodians of the lands on which our services are delivered. We pay our respects to their Elders, past, present and future.

Wintringham recognises that diversity and inclusion contribute to help achieve our goals and vision of ending homelessness for people aged 50-plus.”

How you can help us

Wintringham is a not-for-profit organisation focused on delivering quality aged care, housing, disability and support services to people aged 50-plus who have experienced, or are vulnerable to homelessness.

All profits are 100 per cent reinvested into our organisation.

Please visit our website, and you may donate through our secure portal: www.wintringham.org.au/donations

As a donor you can be assured that your gift will be used efficiently, responsibly and directly for the assistance of people in need.

Should you be interested in a larger philanthropic partnership, or including us in your will, please contact our Head Office on (03) 9376 1122 or email admin@wintringham.org.au

Head Office

136 Mt Alexander Road
PO Box 193
Flemington Vic 3031

T (03) 9376 1122
F (03) 9376 8138
E admin@wintringham.org.au

wintringham.org.au



@wintringhamAU

*For advice and information call
03 9034 4824*

Wintringham
ABN 97 007 293 478
Wintringham Housing Limited
ABN 84 129 707 937

