

Wintringham

2021 / 2022
Annual Review





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Cover image:

/ Lorelle (left) and Maz (right) Wintringham housing clients enjoying their time together in the gardens of their home at Highton, on Wadawurrung Country.

President's foreword



More than two years on from the start of the Coronavirus pandemic, variants of this virus continue to linger in our communities, creating ongoing challenges for our teams. Despite the obstacles, we have achieved incredible things which have only been possible thanks to the diligence of all Wintringham staff, volunteers, managers, and the executive team, which is passionately led by our CEO and Founder Bryan Lipmann AM.

Our frontline staff working every day in Wintringham's housing, homelessness, in-home care, NDIS and residential aged care teams, have with great resilience, continued to support our clients and deliver a quality service, while being governed by strict Covid-19 protocols. On behalf of the Board of Directors, our sincere thanks to them all, for their ongoing professionalism and commitment.

Volunteers also continue to play an important support role alongside our frontline carers, through their interactions with clients, and by working closely with our Recreation team to deliver personalised programs that deliver genuine impact. Thank you to our volunteers for your time, and for helping to make a positive difference in our client's lives.

So much has been happening this past year. We continue to support the Victorian Government's Homelessness to a Home program, where 241 clients were assisted to live well in a safe and secure home. While in Tasmania, we began managing more housing sites on behalf of the State Government, and we now await the building handover and opening of Wintringham's first interstate residential aged care home in Hobart, built by the Tasmanian Government. This partnership is a result of many years work by Bryan and Michael Deschepper, our Deputy CEO; it's a wonderful example of how a not-for-profit and Government can work together to address community needs.

Meanwhile, the support we continue to receive from our generous donors and philanthropists is invaluable to help us achieve our mission. We are extremely grateful to the Peter and Lyndy White Foundation for their ongoing support, particularly as Lyndell White House in Coburg edges towards completion, and we continue works on our Patricia Larkin social housing development in Golden Square.

I am also particularly proud of the work our newly created Diversity and Inclusion Working Group are doing. As an organisation, we have taken the first step to ensure we create an inclusive workplace and client services, that not only acknowledges, but embraces our differences; thanks to these differences, we are stronger. I look forward to seeing our progress as we work towards rainbow-tick accreditation.

Thank you to my fellow Directors for their loyal contribution to the governance of Wintringham. In addition, I acknowledge our Board Executive, Finance and Audit and Clinical Governance Committees whose oversight supports thousands of clients every day.

This past year has again highlighted the determination of every person in the Wintringham team. Our commitment to ensure older people are treated with Dignity, and have access to the Options and Rights that they deserve to live a good life, remain at the forefront of our minds. Thank you to everyone who continues to play a role in making our mission a reality.

Gerard Mansour
President



/ Housing Support Worker Ali (left), helps Dorothy fill in paperwork at our Jack Gash social housing site.

CEO's report



Wintringham's foundation is built on providing elderly vulnerable people with a 'home until stumps' and this year was no exception, as we gained further momentum offering more older people with the housing and supports that they need.

The majority of our work and our funding lies within the Commonwealth Aged Care Program. In spite of that aged care focus, I regularly remind our staff that regardless of our individual training or qualifications, we are all homelessness workers. We access aged care resources on behalf of our clients, but we are at core, working to end their homelessness. This marks us out as being very different from mainstream aged care providers, and presents us with regulatory and funding problems that the rest of the sector do not experience.

It is to the great credit of Commonwealth bureaucrats that they have recognised the unusual nature of the work of Wintringham, and have wherever possible, worked with us to find ways to keep our services financially viable.

There is no better example of this than the new AN-ACC (Australian National Aged Care Classification) funding program that is to be introduced in October 2022. This is not the place for a description of how this new program differs from its predecessor, but suffice to say I hold great hope that it will result in providing Wintringham and other homeless service providers with a financial surety that we have previously lacked. I would like to thank the folk in Canberra for engaging with us and for listening to our concerns and suggestions.

These reforms are happening at the same time as we are about to open two new aged care homes in Shepparton and Hobart; projects we have been working on for some years.

The Tasmanian development is of particular interest in that it is the first time Wintringham has ventured outside Victoria. While this presents a

range of problems or issues that we have not faced before, the enthusiasm with which the Tasmanian Government has welcomed and supported our new aged care and housing services is heartening. We are all looking forward with great excitement to the opening of Wintringham Hobart later this year.

Other developments are proceeding well including our Lyndell White House project in Coburg, which is nearing completion and will provide 49 new social housing units. This project was primarily funded thanks to the generosity of the Peter and Lyndy White Foundation, with some additional support from the Victorian State Government. In addition, our Patricia Larkin development in Golden Square (Bendigo) will deliver 35 one-bedroom units as part of the Victorian Government's \$5.3 billion Big Housing Build program. This development is scheduled to be completed in 2023, and has again also been generously supported by the Peter and Lyndy White Foundation.

During the past year, we were fortunate enough to be awarded the contract to manage a new 13 storey building in Carlton which will provide supportive housing for 60 people, many of whom will have come from the State Government's Homelessness to a Home program. Keeping with the tradition at Wintringham, we have named the building in honour of one of our clients; in this case the building has been named Audrey Rainsford, a much-loved resident at our Gilgunya aged care home.

Building on our successful experience relocating residents after the forced closure of Hambleton House in 2020, the Victorian State Government again asked us to step in and manage two failed Supported Residential Services (SRS) in the western suburbs that were placed into administration. The appalling condition of both places shocked all of us and resulted in requests from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability to present at their Public Hearing, which focussed on homelessness and SRSs.



Wintringham has this past year continued to successfully manage the Covid pandemic. Staff and residents have followed the protocols established by our clinical team and as a result, no deaths occurred in any of our facilities. The dedication and loyalty of our staff who have worked in very difficult conditions over such a long period of time, is indeed humbling. My sincere thanks go to all of them.

As in all other years, I would like to take this opportunity to thank my Executive team, all of our staff and our Board, led by Gerard Mansour, for their ongoing commitment and dedication to our vision. I would also like to thank the philanthropists who continue to believe in the work that we do and generously donate to our cause, and to acknowledge the Commonwealth and State public

/ Wintringham social housing, built by the Tasmanian Government at Bellerive (Hobart), palawa Country.

servants who support our work. All this support enables us to make a difference in the lives of vulnerable older people living in our communities every day.

Bryan Lipmann AM
CEO / Founder

Who we are

Wintringham is:



A specialised not-for-profit welfare organisation.



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






Supporting clients at every stage of need, with the ultimate goal of providing them with '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.



















How we help

We provide a variety of services to end people's homelessness and help them to live a good life.

Initial Support

Advice & Information	Connect with Services	Help to find housing
 Monday - Friday Business hours	 Monday - Friday Business hours	 Monday - Friday Business hours
 Specialist team	 Access to support services providing short-term assistance	 Outreach teams provide linkages to services
 Advice and information about housing and support options	 Linking people to services and/or healthcare providers	 Assistance to find affordable, long-term housing
<p>→ 03 9034 4824 ←</p> <p>adviceandinfo@wintringham.org.au</p>		

Ongoing Support

Residential Aged Care	Home Care Packages	Housing
 24 hour care	 24 hour care	 24 hour support
 Assistance provided with daily living tasks	 Promoting independent wellbeing at home	 Purpose-built housing
 On-site personalised care available together with all accommodation needs	 Appropriate packaged levels of care at home	 Support services to enable people to live independently
Disability Support (NDIS)	Recreation Services	Housing Support
 24 hour care	 24 hour support	 Monday - Friday Business hours
 Services to help people in their home, and in the community	 Tailored leisure & daily living activities	 Support to maximise health and wellbeing
 Help to find and coordinate support	 Aimed at enhancing self-esteem, inclusion and participation	 Help to maintain housing

Where we are

We support our clients from various locations across Victoria and Tasmania.

- Housing**

Avondale Heights	Flemington	Lancefield
Ballarat	Frankston	Manifold Heights
Belmont	Geelong	Maryborough
Bellerive (Tas)	Gisborne	Melbourne CBD
Benalla	Glenorchy (Tas)	New Town (Tas)
Bentleigh East	Heathcote	Romsey
Castlemaine	Highton	Shepparton
Coburg	Hobart (Tas)	St Arnaud
Delahay	Howrah (Tas)	Williamstown
Euroa	Kensington	

- Our Offices**

Ascot Vale	Frankston	Seddon
Broadmeadows	Highton	Shepparton
Creswick	Keysborough	Bellerive (Tas)
Flemington	Moorabbin	

- Residential Aged Care***

Avondale Heights	Dandenong	Port Melbourne
Coburg	Flemington	Williamstown

*Our new Hobart home will be operational from October 2022, while our new Shepparton home will open from March 2023.

- Community Support Service Area**

In Victoria, from various offices we provide Homelessness Outreach, Housing Support, Home Care Package support, NDIS and Recreation services.

In Tasmania from our Bellerive office we provide Homelessness Outreach and Housing Support services.



Our services 2021 / 2022

Residential Aged Care

Residents supported (at year end)	278
Days of care provided	101,645

Home Care Packages

Clients supported (at year end)	853
Services provided	139,027
Hours of service delivered by Wintringham staff	112,592

Housing

Housing units (Vic) includes Angus Martin SRS	614
Housing units (Tas)	172
Homelessness to a Home housing (Vic)	202
Additional units to be opened by 2024 (Vic)	112

Homelessness & Housing Support

Clients supported (Vic)	1,999
Clients supported (Tas)	381
Clients supported through the Homelessness to a Home program (Vic)	241

Disability Support (NDIS)

Clients supported	118
Direct care hours	21,049
Hours of support coordination	5,385
Services provided	26,069

Recreation Services

Residential Aged Care	
Activities delivered	22,501
Client participations	63,792
Hours of service	61,255
Average service duration	2.72 hrs

Home Care Packages	
Activities delivered	16,390
Hours of service	31,238
Average service duration	1.90 hrs

Meals Made

Meals produced by our commercial kitchen:	
Residential Aged Care	224,466
Home Care Packages	13,062

Volunteering

Hours of service	3,840
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Advice & Information

Referrals (calls and emails)	4,640
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/ Executive Chef Priscilla preparing omelettes for our clients.



/ Lorelle (client - left) and General Manager Homelessness and Client Support Services, Dee Healey, at our Highton housing site on Wadawurrung Country.



Our clients

Average duration (years)	2022	2021
Home Care Package	3.4	3.2
Residential Aged Care	5.0	4.8
Housing	6.1	4.7

Average age at entry	2022	2021
Home Care Package*1	72.0	75.8
Residential Aged Care*2	68.0	72.7
Housing	66.1	62.9

*1 The average age for Australians commencing Home Care Package services is 80.5 years. *2 The average age for Australians entering residential aged care is 83.5 years. (Ref: aph.gov.au 2018)

Average age (at 30 June)	2022	2021
Home Care Package	75.4	75.8
Residential Aged Care	73.0	74.1
NDIS	60.9	59.8
Housing	69.6	69.4

Woman / Female receiving services	2022	2021
Home Care Package	445	458
Residential Aged Care	77	78
NDIS	47	37
Housing	358	278

Man / Male receiving services	2022	2021
Home Care Package	408	407
Residential Aged Care	201	199
NDIS	71	53
Housing	380	322

Wintringham provides services to additional clients (both men and women) through a range of outreach and housing support options.

Our staff

	2022	2021
Total staff	883	873
Full time staff	220	204
Part time staff	480	474
Casual staff	183	195

	2022	2021
Average age of staff	47	47
Woman / Female staff	79%	81%
Man / Male staff	21%	19%

A NEW BEGINNING

Housing and support can change a life: Judith's story

Judith had spent years in unsafe and tenuous living situations. She was homeless and suffering from mental ill-health when she found the Homelessness to a Home (H2H) program; housing and the right support have now helped turn her life around.

"I was living with my son in Heidelberg, but we were evicted, and I suggested that my younger son should move in with my older son. I couldn't stay with them because there wasn't enough room, and it was then that I moved into a rooming house," says Judith.

"I lived in Reservoir for three and a half years, and it was an awful situation. There were people on ice there, and I got attacked a few times – once with a machete, and on another occasion, I was almost attacked with a hammer."

"I suffered Post Traumatic Stress Disorder (PTSD), depression and anxiety from the attacks. I couldn't eat or leave the house. I was pale and lost weight. I wanted to commit suicide. It was terrible where I was, and we didn't know where to get help or who to talk to."

It was Judith's support network that helped her stay afloat. "I've found that you get a safety net with a few

people before having to move again, and then you think, 'how am I going to cope?'"

"It was my current partner and step-son who were great supports to me while I was in the rooming house. And my partner said I should take the opportunity through the H2H program.

"So I moved into my one bedroom unit in Preston and it's beautiful, I'm so comfortable here. I have a neighbour who I watch the cricket and football with. I'm close to parks and the ovals for my dog Bluey, an American Bulldog; and I get to meet other people with dogs too.

"Two months after moving in, I started having nightmares and flashbacks of what happened to me. My Wintringham Support Worker, Glenda, recommended I call Lifeline, so I did, and I found it therapeutic to talk to people about what happened.

"Glenda is so good and so honest. She'll tell you what she thinks and will get you out of a bad mood. To me Glenda is like my best friend, we can talk about anything.

"Wintringham has done heaps for me. I'll always be here now, no matter what happens. It's bloody awesome! The H2H program is very understanding, very supportive, and I can make good friends out of it. They're there for you if you need, and boost you up when you need it."

"I now want to help others like me realise that there are people out there who will help you, and not hurt you."



/ Judith (right) is grateful for her Wintringham Support Worker Glenda (left), and for the love of her dog Bluey.

SRS rescue



/ Residents at Gracemanor appreciated the support provided by the Wintringham team.

At the request of Victorian Government-appointed Administrators, Wintringham stepped in to temporarily operate Gracemanor and Sydenham Grace Supported Residential Services (SRS) from early to mid 2022. Led by then Wintringham Project Manager Kate Rice, and supported by Carolyn Russell and Scott O'Hara and their teams, a total of 34 residents were assisted to receive the support they so desperately needed and deserved.

"When we arrived, we saw the level of support that the clients received was well below acceptable standards. We quickly assessed their needs and worked to improve this by bringing on a full team which included cleaners, personal care assistants, a full-time enrolled nurse, two social workers and a recreation team," said Scott, Site Manager for Sydenham.

"A large undertaking was connecting the residents with appropriate NDIS services. In some cases, we managed to get residents with incredibly complex needs from zero support to receiving visits several times a week for three to four hours a session. And in one case a resident was able to get 12 hours of support a day. I don't know what support that resident was entitled to receive prior to Wintringham, but I couldn't see they were receiving any help at all."

"We also arranged for allied health services to help clients through their packages," said Carolyn, Site Manager for Gracemanor in Melton.

With the help of Wintringham's Food Services and commercial kitchen team, residents received nutritious meals. "At the start of the project we were frequently getting compliments on how good the food was, and then told how bad the food was prior to Wintringham's involvement at the facility," Carolyn said. "I was told by a resident that they love having us there."

Scott said his team's greatest achievement was successfully re-housing all of the residents at Sydenham. "For the last half of the project the focus was on finding suitable housing for the remaining residents. It felt like each week we had a great plan for where the remaining residents would go, only to have a new piece of information delivered that would derail the progress. It happened over and over again, but through persistence we finally had our last resident securely housed and supported."

Bryan Lipmann and Kate Rice presented these experiences to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability in early September 2022. We hope through the evidence provided, changes will be made to the way Supported Residential Services are managed and funded in Australia.

A NEW BEGINNING

From prison to a home

Wintringham has supported people ageing in prison, while also helping some transition to life outside of prison, through our Older Person's Prison Program for more than three years. This story shares a client's struggles between homelessness and incarceration and how Wintringham's support transformed their life to one of happiness and purpose; while our case worker shares what it's like to ride the ups and downs, to finally achieve sustainable and positive long-term change.

Pete's story

"I was homeless for a couple of years due to my alcoholism, I was smoking a lot of weed and hanging around the wrong crowd," said Pete.

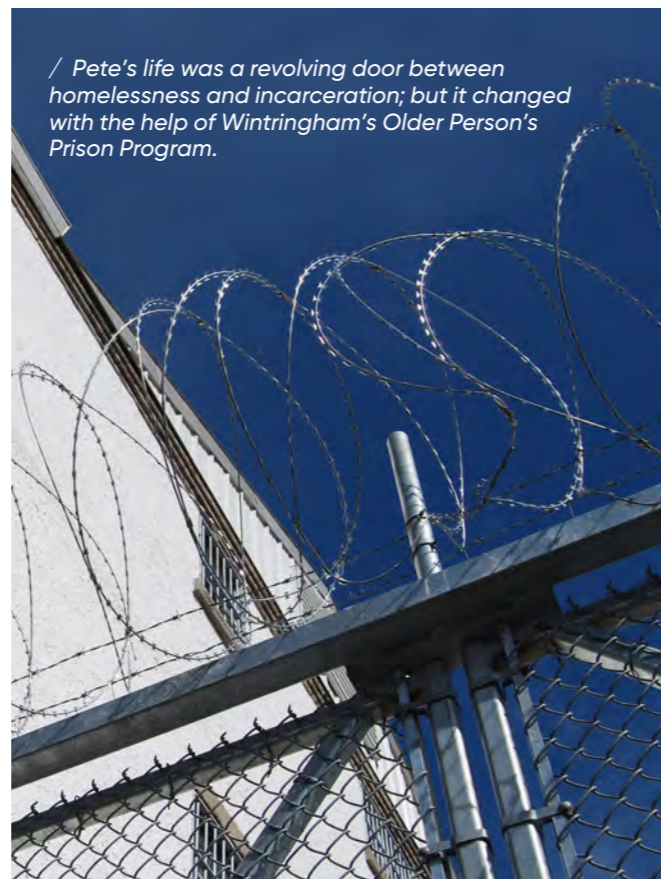
"I ended up sleeping rough and because of my alcoholism, the last thing on my mind was where I would be sleeping. My friend was doing all these tricks so we were getting money, and then I lost him, and met another friend who shouted me to Alice Springs on The Ghan. It was the same thing, just a different location.

"In the end I was that sick, I couldn't hold food down or anything. So then I made my way back down to Melbourne, but I wound up in prison because there were warrants out for me that I had forgotten about.

"After I got out of prison, I stayed with mum and dad, but they weren't supportive, they didn't do anything for me. I was more of a hindrance and just in their way, so I ended up getting a place with Launch Housing. It was furnished just enough and it was nice to wake up and realise I was in my unit, it was lovely; but that wore off because I had no purpose. I was on parole at the time, so I went alright for a little bit, but I got hung up with the wrong crowd again. And so I found myself back in prison again. It was devastating.

"In prison no one wanted to have me, everyone was sick of me, I'd burnt all my bridges. So I got involved with prison fellowship (religious/welfare group), and I started seeing people who were coming in who were healthy and they had a good lifestyle. That's when I joined Alcoholics Anonymous (AA), I still go to meetings today.

"Then I met an NDIS worker who started working with me and she introduced me to Suzy from Wintringham.



/ Pete's life was a revolving door between homelessness and incarceration; but it changed with the help of Wintringham's Older Person's Prison Program.

Suzy gave me hope; she worked tirelessly. One night Suzy and my NDIS worker called me and said, "Did you hear?" (they had a bed for me at Wintringham) and I couldn't believe it! I couldn't believe my life had changed. I wanted to see it on paper!

"So I arrived here at Wintringham, and when I saw (where I'd be living) my first thoughts were that it was going to be ok. They fully furnished me, they did everything!

"It's amazing what they have done. And they're so flexible and so nice. And it's such a calm and stable environment. And I thought, 'what a relief' knowing I could stay there. I found a life where I wouldn't have to worry so much; I slept right through that first night like a log!"

"The staff are great, they're so generous with their time and so kind. They're always cheerful and happy, everyone's always laughing; it's such a joyful place. They all made me feel so welcome. And the residents are gentle and kind too.

"And bang! Just like that all the negativity and things from prison, and that, just left me.

"This has saved my life. These people have transformed my life.

"I look back now, and I know it was me, but it was like it was a lifetime ago, I was another person."

Suzy's story

By the time clients from prison get to us, they generally have no assets, no formal or informal supports, no family or contact with family, they're aged 70-plus, they have become institutionalised, so have no independent living skills, they're frail and aged. So the challenges we have is that there are no aged care homes that will take them because there's so much stigma, fear and reputational risk," said Suzy.

"Pete wanted parole more than anyone I've ever worked with, so he was very invested in it. He was one of the guys who I did 10 applications for accommodation, and there was lots of resistance from parole."

Despite the tireless work to gain accommodation offers, Pete was rejected by parole. "I was extremely disappointed because of how much work had gone into getting to this point. Wintringham had agreed to hold a bed for two months, which would cost us a lot of money, but we paid it, and parole still said 'no'. So feeling defeated, I let it go, until parole came back to me later to ask what we were planning to do with him."

"That's when I realised there was the opportunity to provide more detail around the support services he could have access to. It wasn't just about giving the address of his new home, but also ensuring parole had as much information as possible in order to make the best decision.

"So then we had a meeting with NDIS, which was important for understanding how we could support Pete in the best way, and how the NDIS package could provide him with opportunities to thrive while on parole.

"It was a success! Parole was granted and within a few weeks he was living at Wintringham!

"It's so surreal but, when you get a win like that, it's like winning TattsLotto. You're here to do a job, and the outcomes measure the success of the job. There's a lot of work involved to get those outcomes. And you're just so happy for the client."

"I'm humbled that Pete says I'm responsible for changing his life. I feel incredibly grateful he recognises that and feels that way. But at the same time, I have a little bit of trepidation, I don't want him feeling like he owes anyone anything. I remind him that I was just doing my job, and I'm so pleased and grateful that he's so grateful."

When Suzy last caught up with Pete since he moved to his new home at Wintringham she said, "As he became more vulnerable and frail in prison, he had become hyper-vigilant and was very worried about people attacking him. It was so nice to see that he wasn't looking over his shoulder anymore. He was a lot more relaxed in his new home."



"I'm humbled that Pete says I'm responsible for changing his life. I feel incredibly grateful he recognises that and feels that way. But at the same time, I have a little bit of trepidation, I don't want him feeling like he owes anyone anything. I remind him that I was just doing my job, and I'm so pleased and grateful that he's so grateful."

/ Wintringham Case Manager Suzy helped Pete to turn his life around.



2021 / 2022 achievements

- ✓ The Victorian Government chose Wintringham to provide tenancy management and housing support services for 60 new social housing units in Carlton in late 2021. The building was named after Wintringham Legend Audrey Rainsford, and from May 2022 we began welcoming clients to their new home.
- ✓ Funding secured and construction commenced to build a 35-unit social housing development for older people vulnerable to homelessness in Golden Square, Bendigo. This site will be named after Wintringham Legend, Patricia Larkin.
- ✓ Diversity and Inclusion Working Group formed to create an inclusive workplace and client services that acknowledges and embraces our differences. We are now working towards Rainbow Tick accreditation.
- ✓ We celebrated the first birthday of our new Specialist Dementia Care Unit which adjoins our McLean Lodge residential aged care home in Flemington.
- ✓ Wintringham supported 241 people through the Homelessness to a Home program, funded by the Victorian Government.
- ✓ Our housing support and tenancy management services in Southern Tasmania expanded, now servicing 172 social housing units at four locations.
- ✓ Realisation of AN-ACC (Australian National Aged Care Classification) aged care funding model. Following years of advocacy by Wintringham, the Federal Government will soon be better funding homeless services.
- ✓ Phase 1a of the Digital Transformation Project is complete with the rollout of Epicor finance, and Phase 1b is well underway with preparation for the implementation of Leecare residential care management software, scheduled to roll out from September 2022. This new software will streamline and centralise processes and data, giving staff more direct time with clients.
- ✓ Victorian Government engaged Wintringham to step-in and manage two Supported Residential Services in Sydenham and Melton, until Administrators made a decision about the homes' futures. As a result, residents were supported and re-housed and both homes closed.
- ✓ Construction well underway to build Tom Fitzgerald 20 bed Residential Aged Care home and Jimmy Kennedy 28 Social Housing Units in Shepparton.
- ✓ Preparations and recruitment are well underway for the impending handover of our first interstate Residential Aged Care home in Bellerive (Hobart) Tasmania. The site will be handed over to Wintringham in September, with residents to be welcomed to their new home from early October 2022.
- ✓ Best Documentary win at the Setting Sun Film Festival for Wintringham housing client Stephen Whittaker's story, 'Painting My Canvas'.



/ Wintringham Legend Audrey Rainsford in front of the building named after her in Carlton.



CELEBRATING OUR PEOPLE

The evolution of homelessness in Melbourne

Wintringham Chief of Staff Jane Barnes, who received the Beth Thompson Lifetime Achievement Award in 2021, has been working in the homelessness sector for over three decades. She walks us through her career highlights, and the evolution of homelessness services in Melbourne.

"My passion for working in the homelessness sector started at Gordon House night shelter. Working with the residents taught me so much about people and the impact of homelessness and poverty. I was only 21 years old when I started working there and my career has been pretty much shaped by what I saw, experienced and learned," says Jane.

"Initially I was employed as a community worker and one of my favourite jobs was to take the women out for afternoon tea once a week; there were 296 beds, and only 30 of them were occupied by women. We'd go to some lovely places, and they'd get some enjoyable time away from Gordon House. They were just so vulnerable and often found themselves in unsafe relationships as a way to survive.

"In 1993 I went to work at The Gill which was a 200-bed night-shelter for men run by The Salvation Army. The Gill was even worse than Gordon House! It was a dirty, smelly and often violent place. My job was to shut the Gill down and manage the design and operational model of the replacement; a new purpose-built facility which had lockable single rooms, ensuite bathrooms and 24 hour access. I have never had a prouder moment than when we shut the doors of The Gill for the last time and opened Flagstaff Crisis Accommodation.

"In the beginning, I was surprised by the way people experiencing homelessness, and particularly those experiencing repeat and long-term homelessness, are overlooked and neglected by mainstream health and community services. While this has changed to some extent today, homelessness services have always been, and will always be, the safety net for people falling through the cracks of other service systems.

"The face of homelessness and how we work to end homelessness has changed significantly over the last 30 years. Thankfully large congregate night shelters no longer exist, and we have significantly improved service options for those who are experiencing, or are vulnerable to homelessness, by shifting away from a crisis driven service system to one that is more tailored and flexible.

"Homelessness services were historically provided by large faith-based charities but now there are many more community-based organisations working from a rights-based framework, just like Wintringham. There is more investment in prevention and early intervention; and professional case management based on individual needs, now drives the type and frequency of support provided. Importantly, there is a recognition that different client groups (such as older people) require different types of service responses with specialist skills.

"Coming to Wintringham has re-energised me and renewed my commitment to being part of the solution. Older people are the fastest growing group of people at risk of homelessness, and our recent work on the Supported Residential Service rescue project has reminded me just how neglected and vulnerable these residents are. I am proud to be part of an organisation that will speak out loudly and take action on these issues."

/ Congratulations on your Beth Thompson Lifetime Achievement Award, Jane!



20 years of service

Long-time Board Member Jeff Gole celebrated 20 years of service to Wintringham in 2021, and says he believes Wintringham's success is owed to an unwavering vision, innovative changes, the support of a dedicated and passionate team, and of course family.

"Back when I joined the Board in 2001, Wintringham was a really tiny organisation. The office was no bigger than a bedroom, and there were maybe 25 staff in total. Bryan had a vision to build accommodation. He was very hands-on with a huge idea and big plans for the future," says Jeff.

"There were quite a few challenges in those early days, the growth was very dependent on government grants and funding; we didn't have philanthropists and had a "no debt" policy; we wouldn't go to the bank and take out a loan, so money was a challenge.

"Getting people to realise that aged homelessness is a problem, was another challenge. It just wasn't on the radar years ago. People would just see an elderly person on a park bench and walk by. So it used to be a challenging 'sell' to get the government to understand what the problem was.

"Things have thankfully changed over the years, there is now recognition from the public, government and philanthropic funds. As a result, we have gratefully connected with some very loyal philanthropic foundations and partners which has been hugely beneficial.

"Bryan has also always managed to attract and keep really good staff. It's special to see some people who have come in with little experience and been nurtured to work their way up to managing a Wintringham site on their own.

"Something I am most proud of is our recreation work. Years ago the Board approved funding for a rickshaw bike, and from there, we now see our clients driving cars around race tracks, sky diving and going to horse races. Things people never dreamt of doing; we're able to give them a chance to be themselves and enjoy life again."

"Our philosophy, culture, our mission all remain the same as it was on day one. Despite our growth and expansion, we are still focused on helping older people who have experienced, or been vulnerable to homelessness; we refuse to deviate from our original mission and the people we're here to support.

"And Dot (Bryan's wife). Dot has been an enormous support for Bryan. She always believed in him and she always threw 100 per cent of her support behind him; even when he was away overseas, working weekends, or doing late nights. Wintringham wouldn't be what it is today without that support."

After two decades of service on the Wintringham Board, Jeff retired in December 2021.



“Something I am most proud of is our recreation work. Years ago the Board approved funding for a rickshaw bike, and from there, we now see our clients driving cars around race tracks, sky diving and going to horse races. Things people never dreamt of doing; we're able to give them a chance to be themselves and enjoy life again.”

/ Congratulations Jeff for your 20 years of service on the Wintringham Board!

GROWTH AND IMPROVEMENT

New social housing in Carlton

In late 2021, the Victorian Government selected Wintringham to provide tenancy management and housing support services for 60 new social housing units in central Carlton, funded through the Victorian Government's Big Housing Build.

"We're excited to be supporting more vulnerable people who need help, in this beautiful new building. It's particularly pleasing that the whole site is specifically allocated to older people who are experiencing or vulnerable to homelessness, especially women and clients from the Government's Homelessness to a Home (H2H) program, as well as people on the Victorian Housing Register waitlist," says Bryan Lipmann AM.

"Being given this opportunity, is a reflection of the brilliant work Wintringham staff do every single day taking care of, supporting, advocating for and fighting for our clients, who often have no-one else."

After much anticipation we started welcoming residents into our newly named Audrey Rainsford

housing units in early May. Our Homelessness & Housing Support (HHS) Team carefully reviewed all the nominations and allocated apartments. They described it as very exciting when the first removalist truck arrived.

"In the first week we moved ten people in over three days, and in the second week, we moved in eight people," said Site Co-ordinator Homelessness & Housing Support, Cassandra.

"This was a monumental effort achieved through amazing teamwork, with Audrey Rainsford staff working alongside the H2H workers to help provide as smooth a transition as possible for residents. I am really grateful to all the Wintringham teams that have worked so hard to get the site ready," says Cassandra.

"One of our residents Elizabeth says, "The program has been a lifeline, and my well-being has improved enormously since securing housing. I am now looking to the future, and have enrolled in a creative writing course, I am hoping to one day write a book about my journey."

A tremendous effort by everyone involved in this life changing milestone for our clients. We are proud to be making such a positive contribution to the lives of our newest residents.

Watch our client Elizabeth sing a special song for Wintringham: bit.ly/3sOmQ10



/ Elizabeth is happy in her new home at Audrey Rainsford, Carlton.

/ Wintringham Case Worker Anthony (left) having a laugh with his client Paul who is loving his new home.



GROWTH AND IMPROVEMENT

Tasmanian support expands

In late 2021, our Southern Tasmania Housing and Homelessness Support (HHS) team took on additional properties and are now managing a total of 172 social housing units. As a result, the team expanded significantly to support our new clients. We catch up with HHS Coordinator, Jacinta Atkins, who talks us through progress made over the past year.

"In July 2021 Wintringham were preparing to take over management of a notorious unit block in Glenorchy, where people were scared to leave their homes and robberies were the norm. Each of the 50 units were renovated and only people over the age of 50 were allowed to stay," said Jacinta.

"Two housing support workers were employed to assist tenants with the changeover to Wintringham. At first the tenants were very tentative, but our HHS Workers, Cate and Lynette, forged ahead and worked intensely with the tenants, and reluctance to engage soon became a thing of the past. Tenants

were enthusiastic to sign the Wintringham lease when the property was finally handed over from the Department in September 2021.

"By December 2021, another 59 units in New Town were scheduled to be managed by Wintringham, and HHS workers Ananka and Prue joined the team. It has been challenging because most of these residents have lived here for more than 20 years. Our housing support workers have remained consistent and positive in their approach when engaging the tenants, and this approach is now paying off.

"At the end of January 2022 the team were managing the total of 172 units (which includes 11 independent living units in Bellerive, 26 apartments in Hobart and 29 units in Howrah obtained in the first half of 2021), and building was well underway for our residential aged care site.

"In March, Wintringham started offering pre-home care package services for older Tasmanians who were on the waiting list for their aged care packages. These have been delivered by our Case Manager Cara, who has done a wonderful job. As a team we've made significant progress in the past year, and in a new geographic location for Wintringham. I'm happy to say our services are travelling along beautifully."

Congratulations to our team in Southern Tasmania!



/ Karen and Ray, from Tasmania, enjoying the sunshine in their backyard.



/ Wintringham supports clients in alignment with our values - Options, Dignity and Rights.

Consumer satisfaction survey

Each year, we invite Home Care Package (HCP) clients, residents living in our Residential Aged Care (RAC) homes and clients receiving Housing Support (HS) to participate in our Consumer Satisfaction Survey. This is an opportunity for clients to provide anonymous feedback on areas that require improvement, and/or validate where we're doing well.

This past year, as we continued to live with and manage the impact of the Covid-19 pandemic, the results provided insight on where improvements can be made, and also laid bare industry-wide issues, like widespread state and national staff shortages.

We remain committed as an organisation to deliver a high quality of care and make improvements wherever possible.

The table below indicates how respondents rated Wintringham on providing care and services that align with our values; Dignity, Options and Rights.

Wintringham aims to achieve 80 per cent satisfaction as a benchmark. This means clients and residents responded by selecting either 'good' or 'very good'.

	HCP	RAC	HS
Privacy is respected	87%	84%	86%
Involved in decision-making	72%	76%	69%
Rights have been explained	81%	72%	76%
Communication with staff/management is open and honest	73%	81%	80%
Satisfied with Wintringham overall	79%	82%	86%



Under construction

Works are underway across various sites as we continue to provide people in need with 'A home until stumps'.

Tom Fitzgerald residential aged care, Shepparton

This new 20-bed residential aged care home funded by the Federal Government is due for completion in February 2023.

Jimmy Kennedy social housing, Shepparton

Co-located with the new residential care home, the construction of 28 new social housing units is funded by the Victorian State Government, the Australian Nursing and Midwifery Federation (ANMF) Victorian Branch, the Ian Potter Foundation and the John T Reid Charitable Trust. It is also due for completion in February 2023.



/ Shepparton's Tom Fitzgerald residential aged care home (downstairs) and Jimmy Kennedy social housing (upstairs) are expected to be complete in 2023.

Patricia Larkin social housing, Golden Square

This development in Golden Square features 35 one-bedroom units, an ancillary administration building, communal garden and community room for tenants. Funding was secured as part of the Victorian Government's \$5.3 billion Big Housing Build program and the property purchase was funded by the Peter and Lyndy White Foundation. Construction for this project commenced in March 2022.

Wintringham Hobart, residential aged care, Bellerive Tasmania

This 40-bed residential aged care home is being built by the Tasmanian State Government to Wintringham standards. The site will be handed over to Wintringham in September, and residents are expected to move in from early October 2022.

Wintringham staff will provide care and support to 40 residents who are experiencing or at risk of homelessness, with 16 high care, and 24 low care rooms.



/ Wintringham Hobart, residential aged care in Bellerive Tasmania is due to open in October 2022.

Lyndell White House, social housing Coburg

This 49-unit social housing project was primarily funded by the Peter and Lyndy White Foundation, with additional support from the Victorian State Government. It is due for completion in early 2023.



/ Internal fit-outs at Lyndell White House are coming along nicely.

Timeline

<p>1989 Company started</p> <p>↓</p> <p>1990 Williamstown Lionsville Social Housing acquired</p> <p>↓</p> <p>1992 Flemington Head Office opens</p> <p>↓</p> <p>1993 Flemington McLean Lodge Residential Aged Care opens; Williamstown Residential Aged Care opens</p> <p>↓</p> <p>1995 Aged Care Australia, National Organisation Award</p> <p>↓</p> <p>1996 Port Melbourne Residential Aged Care opens</p> <p>↓</p> <p>1997 Housing support and home care programs commence; World Habitat Award for Port Melbourne Residential Aged Care building design</p> <p>↓</p> <p>1999 Kensington Atkins Terrace Social Housing opens; Melbourne City Guildford Lane and Ebsworth House Social Housing opens</p> <p>↓</p> <p>2002 Seddon Western office opens</p> <p>↓</p> <p>2004 East Bentleigh Social Housing opens; Moorabbin Southern office opens; Williamstown Social Housing redevelopment completed</p>	<p>2006 Ron Conn Residential Aged Care opens</p> <p>↓</p> <p>2006 – 2016 Wicking philanthropic project, residential aged care pilot for clients with complex needs</p> <p>↓</p> <p>2007 Ascot Vale Northern Office opens</p> <p>↓</p> <p>2008 Wintringham Housing Limited established</p> <p>↓</p> <p>2009 Alexander Miller Estate partnership established</p> <p>↓</p> <p>2010 Dandenong Eunice Seddon Residential Aged Care opens; Keysborough South East office opens; Avondale Heights Jack Gash Social Housing opens</p> <p>↓</p> <p>2011 Delahay Social Housing opens; Alexander Miller Estate redevelopment of Social Housing and Support in Shepparton, Euroa, Maryborough, St Arnaud, Geelong and Ballarat; Awarded United Nations Habitat Scroll of Honour; Geelong Barwon and Shepparton Hume office open</p> <p>↓</p> <p>2012 Alexander Miller Estate redevelopment of Social Housing in Benalla and Castlemaine; Homelessness Innovation Actions Project commenced (expanded housing support in regional Victoria)</p> <p>↓</p> <p>2014 Coburg Gilgunya Residential aged Acre and Social Housing acquired; Melbourne of the Year awarded to CEO / Founder Bryan Lipmann AM; Significant advocacy to secure the Residential Aged Care Homeless Supplement</p>	<p>2015 Creswick Grampians office opens</p> <p>↓</p> <p>2016 Heathcote Social Housing acquired; Assume management of Social Housing in Romsey, Lancefield and Gisborne</p> <p>↓</p> <p>2017 Frankston Angus Martin House Supported Residential Service opens</p> <p>↓</p> <p>2018 Flemington Patrick Walsh Social Housing and new Head Office open; Winner Outstanding Organisation 2018, Hesta Aged Care Awards; Alexander Miller Estate redevelopment of Social Housing at Park Street Geelong</p> <p>↓</p> <p>2019 Coburg Lyndell White House Social Housing acquired; NDIS National Disability Insurance Scheme pilot services begin</p> <p>↓</p> <p>2020 Golden Square Patricia Larkin Social Housing site acquired; Specialist Dementia Care Unit opens at McLean Lodge; additional Heathcote housing opens</p> <p>↓</p> <p>2021 Hobart, Southern Tasmania office opens; Assume management of Social Housing in Hobart and Howrah Tasmania; Broadmeadows Outer North office opens; Frankston Bayside Peninsula office opens; expansion of Commonwealth Home Support Program</p> <p>↓</p> <p>2022 Commence management of Audrey Rainsford Social Housing in Carlton; Homelessness to a Home (H2H) program operating at full capacity; Assume management of Social Housing in Glenorchy, New Town and Bellerive Tasmania</p>
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Financials

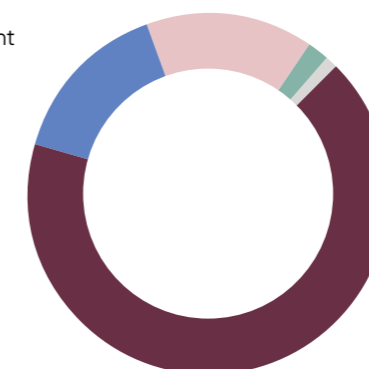
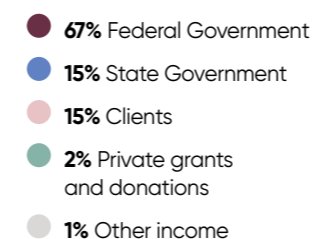
Statement of Financial Position As at 30 June 2022

	2022	2021
	\$	\$
Current Assets		
Cash and cash equivalents	13,837,151	21,074,045
Trade and other receivables	8,037,911	808,590
Inventories	106,125	95,270
Financial assets	9,045,751	6,176,049
Other current assets	542,975	973,836
Total Current Assets	31,569,913	29,127,790
Non-Current Assets		
Investment property	460,942	466,943
Property, plant and equipment	117,769,563	103,237,528
Right of use assets	1,184,490	946,653
Total Non-Current Assets	119,414,995	104,651,124
Total Assets	150,984,908	133,778,914
Current Liabilities		
Trade and other payables	23,492,141	19,897,748
Borrowings	7,199,134	7,150,543
Lease liability	407,860	459,010
Provisions	11,369,789	10,763,035
Total Current Liabilities	42,468,924	38,270,336
Non-Current Liabilities		
Borrowings	203,881	215,762
Lease liability	730,301	538,477
Provisions	500,130	719,631
Total Non-Current Liabilities	1,434,312	1,473,870
Total Liabilities	43,903,236	39,744,206
Net Assets	107,081,672	94,034,708
Equity		
Reserves	3,507,554	3,507,554
Accumulated funds	103,574,118	90,527,154
Total Equity	107,081,672	94,034,708

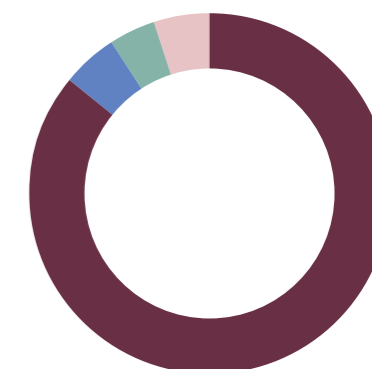
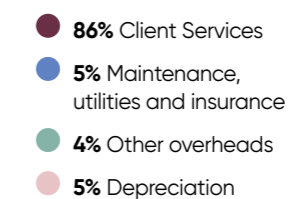
Statement of Income and Expenditure For year ended 30 June 2022

	2022	2021
	\$	\$
Revenue from operating activities	80,935,701	69,293,315
Other revenue	689,084	953,014
Total Revenue	81,624,785	70,246,329
Employee benefits expense	61,584,480	53,287,984
Finance costs	66,480	70,792
Impairment loss	0	602,977
Resident and client services	12,387,316	9,103,164
Property maintenance, utilities and insurance	4,302,496	3,506,789
Administration and other expenses	2,710,543	2,346,508
Total expenses	81,051,315	68,918,214
Surplus before depreciation	573,470	1,328,115
Depreciation on property, plant and equipment	4,200,193	3,847,086
Net deficit before capital items	(3,626,723)	(2,518,971)
Revenue from capital grants and donations for residential aged care and housing developments	16,673,687	4,015,093
Net surplus for year	13,046,965	1,496,122

Income sources (excluding capital grants)



How we spend





Inclusion Statement

Wintringham is committed to providing safe and inclusive environments and services. We celebrate differences in ability, age, culture, gender, gender identity, race, religion, sexuality, spirituality and beliefs. Everyone has a right to feel welcome, respected and valued in a workplace free of discrimination and harassment.

The safety of all older people is paramount; we have zero tolerance for family violence including elder abuse.

We proudly acknowledge Australia's First Peoples as the Traditional Owners and Custodians of Country. We pay respect to Elders past, present and emerging.

Diversity and Inclusion makes our community and Wintringham stronger, and contributes to helping us end homelessness for older people.



How you can help us

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

All profits are 100 per cent reinvested into our organisation. Please visit our website, to make a secure donation:

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**

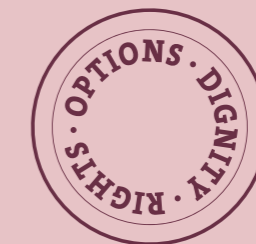
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