

# Wintringham

**Annual Review**  
2022 / 2023

Options  
Dignity  
Rights



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## Acknowledgement of Country

Wintringham acknowledges the Traditional Custodians of Country throughout Australia along with their continuing connections to land, water, sky and community. We pay our respect to First Nations Peoples, who for over 60,000 years, have lived alongside the natural environment, sharing in its resources and allowing it time to renew. We also acknowledge Elders past and present and their generosity as the knowledge-holders for future generations.



**Cover image:** Jamie brings some of his rebel charm to Wintringham's first residential aged care home, Tom Fitzgerald, in regional Victoria (Shepparton).

## President & CEO report

Over the past year, the rising cost of living, and escalating housing crisis have been top of mind for many Australians. Our teams working directly with clients are witnessing the real-time impacts for marginalised and at-risk older people on low incomes. While there is now a national discussion on how we must grow social and affordable housing stock, we have a long way to go until possible solutions translate into new homes for the overwhelming and growing number of people that need safe, secure, affordable and fit-for-purpose accommodation. Thank you to our many staff who are working so diligently to find homes for many people who are experiencing homelessness across Victoria and Tasmania. The environment they are working in is complex, often heart-breaking and ever-changing.

Despite the various challenges, the past 12 months have produced significant firsts for Wintringham, as we proudly opened two new residential aged care homes. Our first interstate home in Tasmania opened in October 2022, it has 40-beds, and sits alongside Wintringham housing in Bellerive Hobart. Both sites were built by the Tasmanian Government to Wintringham standards, and are now managed by Wintringham. Then in May 2023, our first residential aged care home in regional Victoria opened. The 20 bed Tom Fitzgerald home in Shepparton, is co-located with our new Jimmy Kennedy site comprising 28 social housing units. This joint development, proudly named after two Wintringham legends, will enable our clients to age in place, allowing a smooth continuity of care at the same location as resident needs change. *Meet some of our newest residents on pages 22-23.*

Meanwhile, it's important to acknowledge the impact that national Aged Care Reforms have placed on all aged care organisations. It has been an important journey to consider how we can do better, resulting in more engagement with residents and additional staffing levels to meet enhanced Government requirements. We're pleased to say Wintringham staff continue to deliver a quality service regardless of the numerous changes. However, it has also presented its own challenges seen in workforce shortages, and funding shortfalls, as we try to keep up with the increase in regulatory compliance. As always, we urge the Government to further consider the unique needs of our clients, given their complex needs which often necessitate much more support than standard aged care providers offer. *Read more on page 16.*

Many of our clients come to us with a life-long history of disadvantage and homelessness. Our expertise lies in Wintringham's model of care which is the cornerstone of our success. We take a unique and

proven approach which delivers outcomes for older people that are long-term, sustainable and truly life-changing. A recent example of this is the success of our participation in the Victorian Government's Homelessness to a Home (H2H) program. During the Covid pandemic this ground-breaking program invited rough sleepers, many who had various complex needs to access secure housing. The program proved that homelessness can in fact be solved.

What makes the Wintringham approach so powerful is that after two years in the H2H program, a whopping 86 per cent of our participants are still successfully housed and maintaining their tenancies. This housing retention rate is exemplary, considering many participants previously had multiple failed housing attempts. Our admiration and congratulations go to every staff member who helped make these profound changes for our clients, and we urge the Victorian State Government to retain this successful program; in addition to achieving excellent client outcomes, it delivers a significant whole-of-government return on investment. *Read more on page 19.*

We are also proud to see the continuing progress that our Diversity and Inclusion Working Group is making. Since the group's inception in January 2022, it has implemented 15 recommendations to improve staff and organisational awareness and practice.

It is our staff and generous volunteers who bring our organisational values and purpose to life. Each year the Wintringham team continues to grow, we now employ over 1000 people. We are also privileged to have retained many loyal staff over the years; we recently celebrated the achievements of 100 employees, who since our organisation's inception have completed 15 years or more service. This longevity demonstrates the passion and commitment of our Wintringham team to support older people



Ross (left), with Residential Site Manager Roz and her dog Reiki, enjoys living at Wintringham Hobart.

in need. Our sincere thanks to our staff and to our wonderful volunteers, who give so freely of their valuable time to help support our mission so diligently.

Our thanks also go to our driven Executive and Leadership teams, who have passionately led our organisation into a space where we've been able to evolve and expand as required. And to our fellow Directors we are grateful for their dedicated contribution to the governance of Wintringham, which has guided us through both challenging and exciting periods of growth.

This past year has yet again highlighted the determination and skill of every person in the Wintringham team. Our commitment to achieve the common goal of ensuring older people, and particularly those who are marginalised, experiencing homelessness or financial disadvantage, are treated with Dignity, and have access to the Options and Rights that every other older Australian has, remains at the forefront of all we do. Our sincere thanks to supporters who have a shared belief in our mission. We remain focussed on continuing to work hard every day to make the lives of many older people happier, healthier and safer.



*J. Mansour*  
**Gerard Mansour PSM**  
President



*Bryan Lipmann*  
**Bryan Lipmann AM**  
CEO / Founder

## Who we are

### Wintringham is:



A specialised non-religious 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 til 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 homelessness affecting older people.**

Wintringham is a United Nations Habitat Scroll of Honour winner.

## Our values:



**Options  
Dignity  
Rights**

### Options

We encourage and support the independence of older people; promote service user participation in decision making, and work in close collaboration with other agencies.

### Dignity

We are committed to excellence through continuous improvements and endorse the empowerment of all service users and staff.




### Rights

The health and safety of all service users, staff, volunteers and visitors is actively promoted. Service users and staff are entitled to have their grievances investigated and resolved.

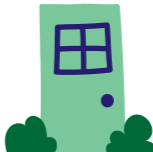


## How we help

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

### Initial support

 Intake & Service Info	 Connect with services	 Help to find housing
Monday - Friday Business hours	Monday - Friday Business hours	Monday - Friday Business hours
<ul style="list-style-type: none"> <li>Specialist team</li> <li>Intake enquiries and information about housing, care and support options</li> <li><b>T: 03 9034 4824</b> <b>intake@wintringham.org.au</b></li> </ul>	<ul style="list-style-type: none"> <li>Access to support services providing short-term assistance</li> <li>Linking people to services and/or healthcare providers</li> </ul>	<ul style="list-style-type: none"> <li>Outreach teams link clients to services</li> <li>Assistance to find safe, affordable, long-term housing</li> </ul>

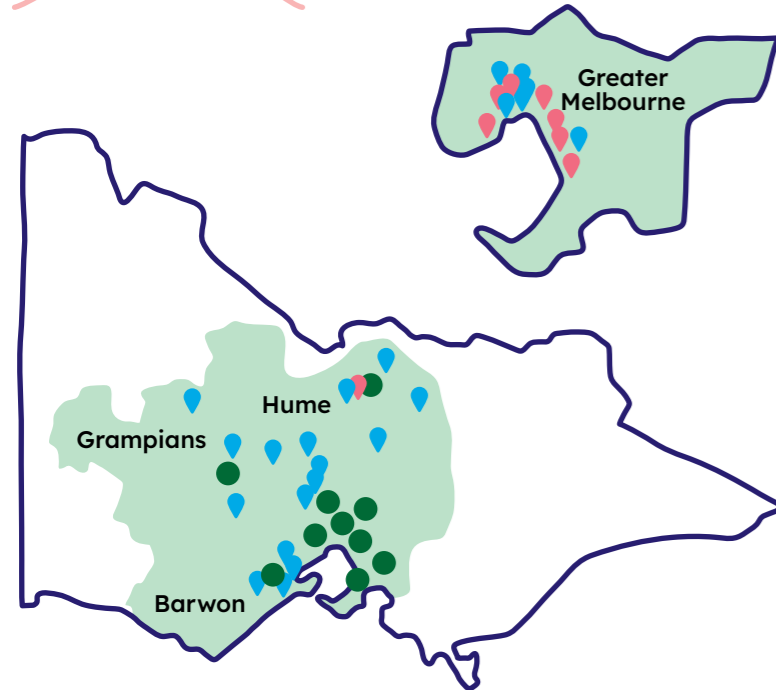
### Ongoing support

 Residential Aged Care	 Home Care Packages	 Housing
24 hour care	24 hour care	24 hour support
<ul style="list-style-type: none"> <li>Assistance provided with daily living tasks</li> <li>On-site personalised care available together with all accommodation needs</li> </ul>	<ul style="list-style-type: none"> <li>Promoting independent wellbeing at home</li> <li>Appropriate packaged levels of care</li> <li>Case management</li> </ul>	<ul style="list-style-type: none"> <li>Purpose-built housing</li> <li>Support services to enable people to live independently for as long as possible</li> </ul>
 Disability Support (NDIS)	 Recreation Services	 Housing Support
24 hour support	24 hour support	Monday - Friday Business hours
<ul style="list-style-type: none"> <li>Services to help people in their home, and in the community</li> <li>Help to find and coordinate support</li> </ul>	<ul style="list-style-type: none"> <li>Tailored leisure &amp; daily living activities</li> <li>Aimed at enhancing self-esteem, inclusion and participation</li> </ul>	<ul style="list-style-type: none"> <li>Support to maximise health and wellbeing</li> <li>Help to maintain tenancy</li> </ul>

## Where we are

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

### Victoria



#### Community Support Service Area

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

#### Housing

- Avondale Heights
- Ballarat
- Belmont
- Bendalla
- Bentleigh East
- Castlemaine
- Coburg, Harding St
- Coburg, Hudson St
- Euroa
- Flemington
- Geelong
- Gisborne
- Heathcote
- Highton
- Kensington
- Lancefield
- Manifold Heights
- Maryborough
- Melbourne CBD (includes H2H\*)
- Romsey
- Shepparton, Wyndham St
- Shepparton, Maude St
- St Arnaud
- Williamstown

\*H2H - Homelessness to a Home program

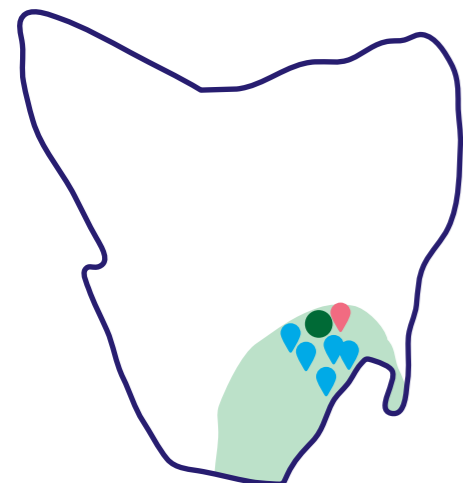
#### Residential Aged Care

- Avondale Heights
- Coburg
- Dandenong
- Flemington
- Frankston
- Port Melbourne
- Shepparton
- Williamstown

#### Offices

- Ascot Vale
- Broadmeadows
- Creswick
- Flemington
- Frankston
- Highton
- Keysborough
- Moorabbin
- Seddon
- Shepparton
- Note: Creswick office moving to Ballarat in late 2023, and Head office moving to North Melbourne in early 2024.

### Tasmania



#### Housing

- Bellerive
- Glenorchy
- Hobart
- Howrah
- New Town

#### Residential Aged Care

- Bellerive

#### Office

- Bellerive

#### Community Support Service Area

Wintringham provides Homelessness Outreach and Housing Support Services from our Bellerive office.



Geoffrey from Shepparton playing a game of strategy with his Recreation Coordinator, Ashley.

## Our services

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

Residential Aged Care		Home Care Packages		Housing	
<b>Victoria</b>		<b>Victoria &amp; Tasmania</b>		• Housing units Victoria	<b>683</b>
• Resident capacity	<b>313</b>	• Clients supported	<b>920</b>	• Housing units Tasmania	<b>172</b>
• Days of care provided	<b>97,830</b>	• Services provided	<b>119,558</b>	• Additional units to be opened by 2024 (Vic)	<b>96</b>
<b>Tasmania</b>		• Hours of service delivered by Wintringham staff	<b>87,863</b>	Lyndell White House, Coburg (49), Lancefield (12), Patricia Larkin, Golden Square (35)	
• Resident capacity	<b>40</b>				
• Days of care provided	<b>3,248</b>				

Homelessness & Housing Support		Disability Support (NDIS)		Intake & Service Information	
• Clients supported in Victoria	<b>2,462</b>	• Clients supported	<b>136</b>	• Referrals received (calls and emails)	<b>7,623</b>
• Clients supported in Tasmania	<b>325</b>	• Hours of direct care	<b>24,203</b>	<b>Meals made</b>	
• Clients supported Homelessness to a Home program (Vic)	<b>219</b>	• Hours of support coordination	<b>4,284</b>	• Meals prepared by our commercial kitchen	<b>231,139</b>
		• Services provided	<b>30,011</b>		



Home Care Package client Gwenda.

Volunteering	
• Hours of service	<b>4,916</b>

Recreation Services	
<b>Residential Aged Care</b>	
• Activities delivered	<b>14,028</b>
• Client participations	<b>47,872</b>
• Hours of services	<b>53,106</b>

Home Care Packages	
• Activities delivered	<b>18,437</b>
• Client participations	<b>11,314</b>
• Hours of services delivered by Wintringham staff	<b>14,676</b>



Paul, Maintenance Officer - Asset Services, looks after Wintringham sites across the greater Shepparton area.



Lionsville resident, Shirley and her Home Care Package Case Manager Samantha.

## Our clients

Since 1989 and through to today, Wintringham’s core purpose is to provide older people who have experienced or are at risk of homelessness with a range of high-quality services. The data below demonstrates that clients begin using our services at a much younger age compared to the general population due to premature aging caused by homelessness.

Average age at entry	2023	2022	Average age (at 30 June)	2023	2022
• Home Care Package <sup>1</sup>	72.1	72.0	• Home Care Package	75.8	75.4
• Residential Aged Care <sup>2</sup>	69.8	68.0	• Residential Aged Care	74.1	73.0
• Housing	65.2	66.1	• Housing	71.1	69.9
			• NDIS	60.4	60.9

1. The average age for Australians commencing Home Care Package services is 80.5 years. Source: aph.gov.au 2018  
 2. The average age for admissions to permanent residential aged care in 2021-22, was 83 years for men and 85 years for women. Source: Department of Health and Aged Care 2022

Men/Males receiving services	2023	2022	Women/Females receiving services	2023	2022
• Home Care Package	431	408	• Home Care Package	488	445
• Residential Aged Care	276	201	• Residential Aged Care	83	77
• Housing	422	380	• Housing	404	358
• NDIS	62	71	• NDIS	45	47

## Our staff

	2023	2022		2023	2022
• Total staff	984	883	• Average age of staff	46	47
• Full time staff	228	220	• Female staff	78%	79%
• Part time staff	571	480	• Male staff	22%	21%
• Casual staff	185	183			

## Wintringham Hobart welcomes residents



Wintringham opened its first interstate Residential Aged Care home in Tasmania on Tuesday, 4 October 2022. The home is the first of its kind for Tasmania, offering specialised services to older Tasmanians who are experiencing or vulnerable to homelessness, or are financially disadvantaged.

Wintringham CEO/Founder Bryan Lipmann AM said the expansion to Tasmania comes after years of planning.

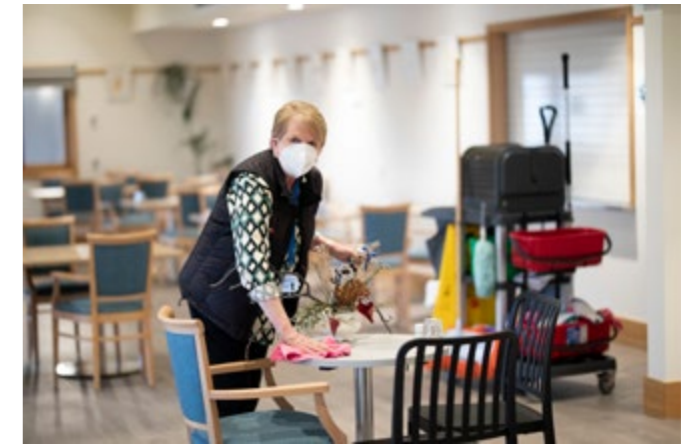
“This is a huge milestone for Wintringham, that could only have been made possible thanks to our collaborative partnership with the Tasmanian Government. We are excited to be making a positive difference to the lives of older Tasmanians in need,” he said.

Staff warmly welcomed new residents into their new home, ‘Wintringham Hobart’, which was purpose-built by the Tasmanian Government to Wintringham’s award winning standards.

Wintringham Hobart includes a mix of low care and high care support, catering to varying levels of need as residents age in place. Each of the 40 single rooms include a private bathroom, built-in wardrobes and a balcony.

Residents are now enjoying the beautiful, landscaped gardens, stunning views of the mountains and water, along with Wintringham’s signature recreation program.

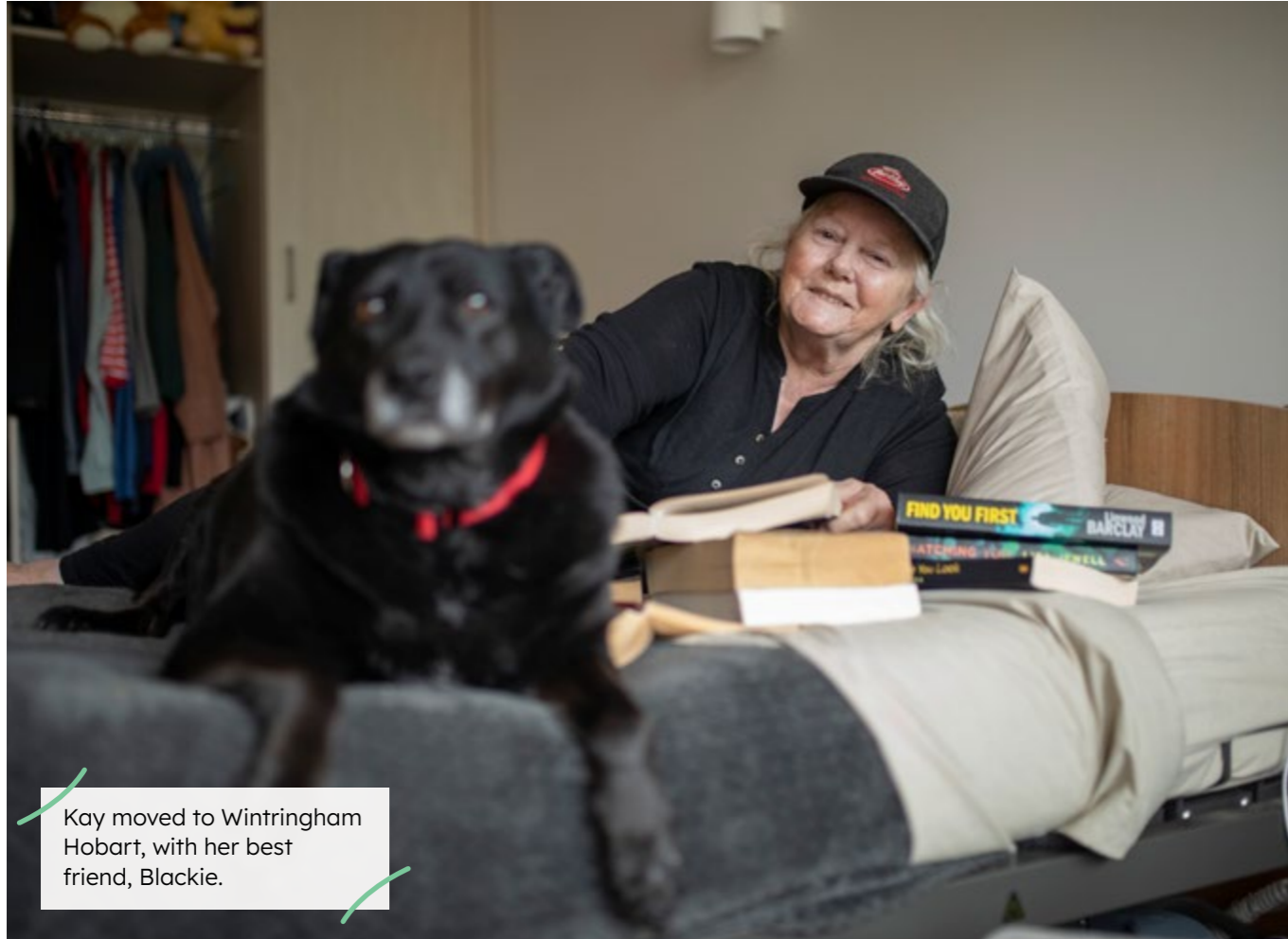
“Thank you to every team across our organisation who was instrumental in helping us set up, and well done to our new team in Hobart who have welcomed our new residents, to help them feel right at home, as quickly as possible,” said Bryan.



Take a look inside Wintringham Hobart.



## Kay's home sweet home



Kay moved to Wintringham Hobart, with her best friend, Blackie.

**Kay was one of the first residents to move into Wintringham Hobart. Here, Kay shares with us how her first six months have gone.**

“My first impression was that it’s really nice. It’s all new, and very clean. The cleaners come every day and take your washing away, give you fresh towels, toilet paper and anything you need,” said Kay.

“The staff listen and they’re very friendly, everyone is so kind. If you ask them for something, it will happen, they’re very reliable. My volunteer even organised a mobile phone for me and set it up for me, because I didn’t have a phone.

“The chef even sends out the menu to ensure they’re making meals that we all like.

“Wintringham gave me a TV, an armchair and a fridge. It’s great because having that fridge stops any fights in the common areas, as I drink more than my fair share of milk!” laughs Kay.

“I have a hospital bed which is great, so I can have it however I like. Blacky (Kay’s dog) has her own bed, but she sleeps with me.

**“There’s a lot of arts and crafts. I’m a painter and I always did my own thing. Wintringham bought me canvases so I could keep painting. I like painting in my room.”**

“They also do cooking, and other activities which most of the residents go to. And then there’s outings, they take us all over the place! They took us out to see the lights just before Christmas, and they take us for scones. Sometimes we go to the beach. Blackie, comes along in the bus too!

“I would recommend Wintringham Hobart to anyone who is looking for a safe, clean, warm place to live; where your meals are cooked for you, and you have your cleaning done. I feel really well looked after and it’s safe here. I don’t know what I would’ve done without Wintringham!”

## Ready for growth in northern Tasmania

**Following the Tasmanian Government’s successful construction and subsequent opening of our new social housing and residential aged care home in 2022 at Bellerive, Wintringham is excited that plans are now underway for the Tasmanian Government to replicate the same model in northern Tasmania.**

The objective is for new homes to be built by the State Government to Wintringham’s standards. Once complete, Wintringham will manage a 40-bed residential aged care home, alongside 12 co-located housing units in Launceston.

Additionally, on behalf of Homes Tasmania, Wintringham will manage 130 housing units. These

homes will be located across northern Tasmania; some are existing, while others are yet to be built.

“In response to a request from the Tasmanian Government we are working in partnership to deliver our continuum of care model in the north,” said CEO/Founder Bryan Lipmann AM.

“Over the years we have built solid relationships, and through our team in Tasmania, we have been able to prove that the Wintringham model works well, bringing meaningful improvements to the lives of our clients.

**“We thank the Tasmanian Government, our local Tassie staff and the wider Wintringham community who have helped make the Bellerive model a success. We’re excited for this next move north.”**



## Residential Aged Care adapting to rapid change

By Phillip Goulding, General Manager Residential Aged Care.

The last year has seen Residential Aged Care in Australia adapt to a multitude of reforms, and the year ahead will see even more changes introduced. Staff have found the swift pace of change challenging to keep up with, all while still managing the tail end of Covid-19 exposures. It's important to note, at the time of writing this piece, our residential aged care staff are still wearing N95 masks at work to protect the people they care for.

Managers have spent countless hours, supported by our People and Culture team, recruiting, orienting new staff, and adjusting rosters and care processes to accommodate the additional staff required to provide the extra care associated with the newly introduced mandatory care minutes. The significant recruitment efforts undertaken cannot be underestimated, particularly given the labour shortages facing our whole industry. My heartfelt thanks and appreciation to the many teams involved. The positive outcome for our residents is enormous, with more time being spent directly with residents supporting their personal care needs.

Our clinical and care teams have taken significant time ensuring that every review performed for each resident suitably matches their care needs. This has been accompanied by large amounts of data which is now regularly provided to the National Aged Care

Mandatory Quality Indicator Program to capture the quality of care being delivered by our staff, and is reflected publicly in the Star Ratings portal on My Aged Care online.

Significant progress has been made on further improving the food experience for all our residents. Our hospitality staff have been well supported by our catering team, and we continue to adjust menus in response to resident requests. Frequent changes to menus, with multiple alternate menu items, are now commonplace in all our homes.

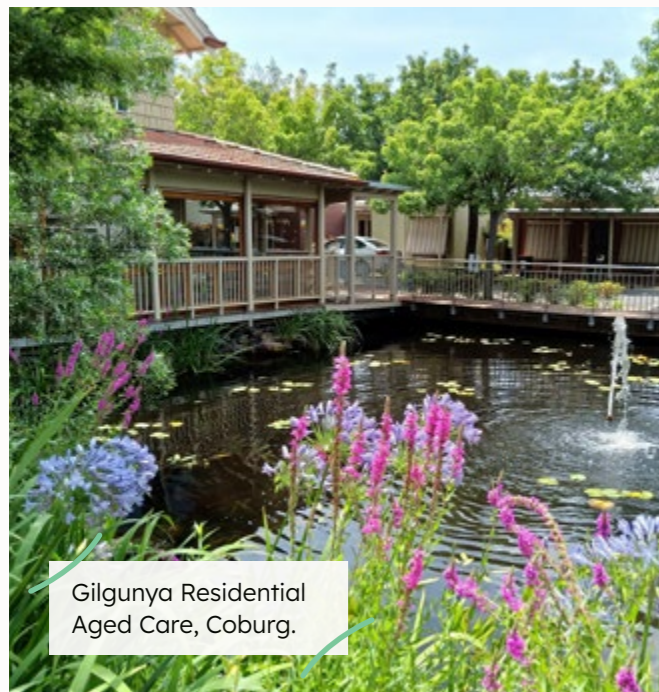
The forthcoming year will also see additional improvements made to the ways we engage and collect feedback from residents on a wide range of topics, with regular consumer meetings, both group and individual, planned to occur over the year. These meetings will be supported by our Recreation team and Residential Managers. Topics like quality of care, recreation activities and food will continue to be reviewed, while residents will inform us about what they'd like to talk about, and how they prefer to provide feedback.

Our Finance team has additionally created quarterly financial reporting, as required by the Department of Health and Aged Care. This involves the collation of information from various parts of our organisation, which is reported to the Federal Government, and made publicly available. The analysis of Wintringham's financial viability including reviews of labour costs in residential care, assists government to further analyse Wintringham's Star Ratings and informs costing studies for the new AN-ACC (residential aged care) funding model. The report also includes analysis of our Home Care workforce and Residential Aged Care food and nutrition costs.

As we adopt all these changes, we also introduced a new electronic care assessment and planning tool, called Leecare. This project has been incredibly taxing on time and effort for all our staff, who have undergone comprehensive training in the use of this new software. All our staff have been diligently supported by our Information Technology and Clinical Care teams.

In order, to keep abreast of the many changes, Wintringham's Quality team has monitored and communicated the reforms, and assisted with policy updates and auditing of our compliance.

It's been an amazing team effort all round. Further changes are to follow, and I remain humbled by the dedication of all staff involved.



Gilgunya Residential Aged Care, Coburg.

## From paper to digital, introducing Leecare

This year saw one of Wintringham's largest organisational changes implemented, with Leecare software, a centralised residential care management system, now being used across our eight homes. The rollout of Leecare is part of our Digital Transformation Project funded by a \$1.8m grant from the Wicking Trust, administered by Equity Trustees, and further supported with \$730,000 from the Commonwealth Government.

Staff from six of Wintringham's Residential Aged Care homes were supported as they transitioned from paper-based records and heavy folders with medicine charts, to a seamless online system. Meanwhile, Wintringham's newest homes in Hobart and Shepparton opened with the system in place from day one of operations.

"Moving to a digital system will certainly revolutionise the way Wintringham is able to evolve and expand going forward. It means all the information is kept in one place and is accessible anywhere there's an internet connection," said Head of Information Technology, Shane Van Houten.

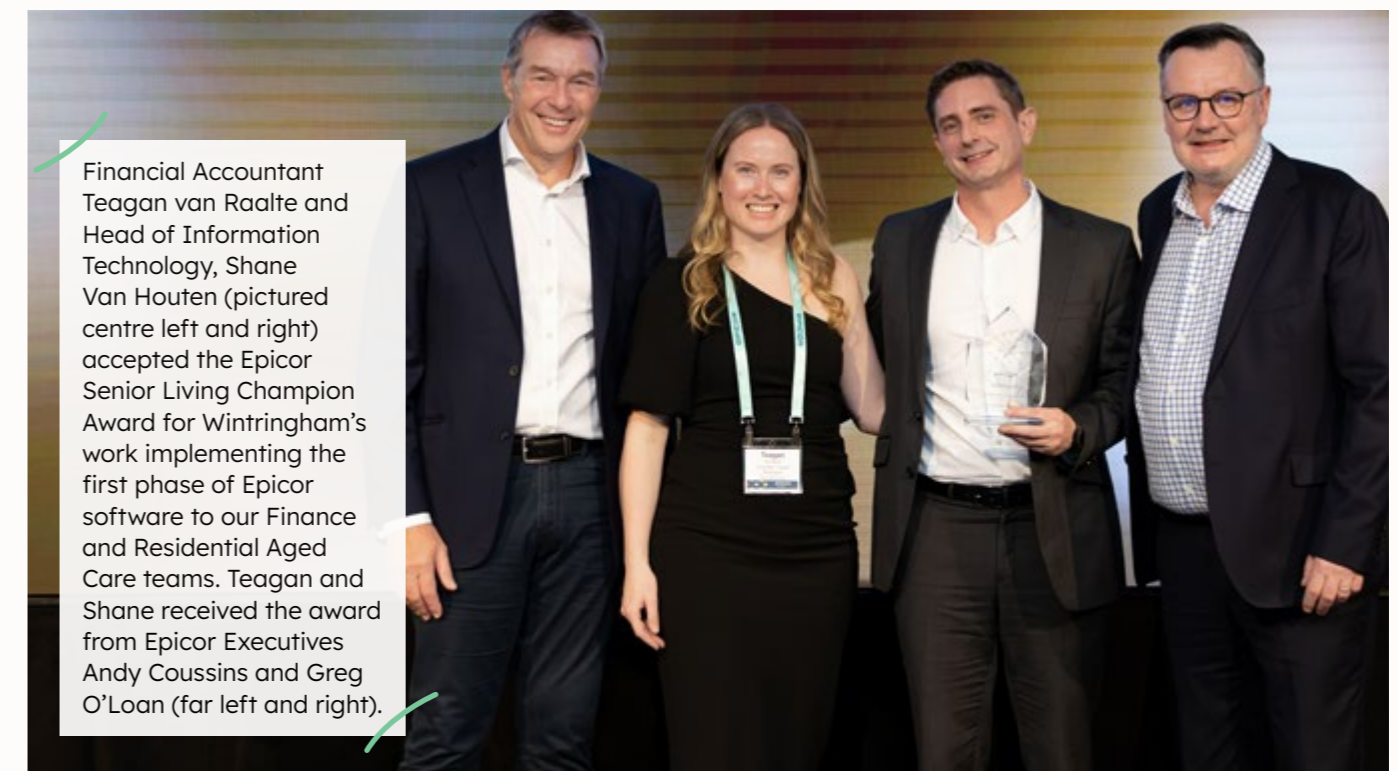
Leecare is used to record clinical information and care that we deliver to residents living in each of our homes. All information regarding client assessments,

care plan processes, and medication management, is entered into Leecare, meaning there is no longer a need for handwritten files at any of our residential aged care homes.

The system is making it easier for our team to access up-to-date information about the care residents have received, and by reducing paperwork, staff can spend more time with clients, which is what our people love most about their job.

"We're proud of how Leecare rolled out and excited to hear that it has been well received by the teams who use it. We're also confident this system will assist with accuracy as we continue to offer our clients the highest quality care possible. Our project team is now looking ahead to the roll out of Epicor Community," Shane said.

Having already implemented Epicor software within Wintringham's Finance team and across Residential Aged Care, the next phase of our digital transformation journey has the team working hard on the introduction of Epicor Community, which will involve updating our client management software for all our Home Care Package, Housing and Homelessness Support and NDIS clients.



Financial Accountant Teagan van Raalte and Head of Information Technology, Shane Van Houten (pictured centre left and right) accepted the Epicor Senior Living Champion Award for Wintringham's work implementing the first phase of Epicor software to our Finance and Residential Aged Care teams. Teagan and Shane received the award from Epicor Executives Andy Coussins and Greg O'Loan (far left and right).

## Care finder, connecting clients to services

The Federal Government introduced the care finder program on 1 January 2023, in response to findings from the Royal Commission into Aged Care. There are 500 care finders across Australia to help older vulnerable people navigate and access the aged care support services they need.

Wintringham's existing 17 Assistance with Care and Housing (ACH) staff transitioned to become care finders, while an additional 11 staff who were already working with Wintringham across Victoria and Tasmania, became care finders as well. The team work closely with six different Primary Health Networks across Victoria and Tasmania, who administer the care finder program.

Our care finder staff along with our Gold Care,

financial reporting and quality and innovation teams, work hard each month to document, collect and report as part of an Australia-wide evaluation of the care finder program. Meanwhile, our Intake team has been fielding most of the referrals to ensure the right clients are accessing care finder.

The program has helped locate very vulnerable people living in serious housing crisis, such as people in their 70s and 80s sleeping in their cars. Our care finders make connections for clients, supporting them to be assessed for Home Care Packages, Commonwealth Home Support Programme (CHSP) or Residential Aged Care. The team also support clients to look at services they might need in their local community, such as applications for affordable housing, finding a new GP or social support group.

### Sheron's experience

**Sheron, who has serious physical disabilities and a learning disability, was forced out of public housing when she was 65 years old, due to family violence and elder abuse. As a result, she experienced homelessness, and had no other choice but to sleep in a public toilet. During her time sleeping rough, Sheron risked being assaulted and her mental health suffered.**

Since finding her way to Wintringham, Sheron has secured safe community housing in a supportive environment. As a result, her mental and physical health have improved. Her grandchildren are now able to visit her and she is no longer experiencing social isolation.

"I had never heard of care finder until I was referred to Wintringham for housing, and they noticed I needed some help physically, as well as housing, so the program kind of found me," said Sheron.

"If the person I saw at Wintringham hadn't been such a great support to me, I would still be homeless and without a Home Care Package. It's been amazing for my mental and physical health.

**"I would recommend Wintringham for everything but mostly care finder for helping me get access to My Aged Care services."**



## Housing support, the secret of success

By Dee Healey, General Manager Homelessness & Client Support Services.

**Wintringham offers housing support for every person living in Wintringham Housing. We're absolutely committed to providing housing support across our organisation because we know it keeps a roof over people's heads for the long-term. Providing support enables people with a history of homelessness, and often complex health needs, to maintain their housing and break the cycle of homelessness. It's a necessity for vulnerable older people to have the right information and assistance, to access the services they need as they age.**

I'd like to acknowledge the Tasmanian and Victorian Governments for recognising the importance of housing support. Homes Tasmania have funded Wintringham to provide case management support and brokerage along with affordable housing across the Hobart area. We are additionally delighted to have worked in partnership with Homes Victoria to co-design the Audrey Rainsford Supportive Housing Project in Carlton. We encourage governments at all levels to not only fund the construction of more social housing, but also crucial housing support to accompany it. This not only provides return on investment by providing sustainable outcomes, but is quite simply, life-changing for our tenants.

We know our housing support works due to our low eviction rates, and that people living in Wintringham Housing stay with us for a long time, usually until the end of their life or until a time when they require residential aged care which Wintringham also provides. Our delivery of the H2H (Victorian Government's Homelessness to a Home) program demonstrated the success of our approach, with 86 per cent of H2H clients supported by Wintringham, still being housed after two years in the program.

Our tenancy and housing support teams work closely together to prevent clients returning to homelessness. In cases where someone hasn't paid their rent or they start hoarding, without housing support, they would likely risk eviction. Having housing support means Wintringham has the resources to go in and find out what the problem is. They may be in financial crisis with the cost of living, or they may be overwhelmed with medical expenses. Hoarding can be a sign of someone not coping, sometimes they are unwell and that's impacting their ability to function day-to-day. This is where we can offer early intervention support before their tenancy is at risk, ensuring they are accessing the services they need, to cope with the root cause.

Wintringham's model of care works to ensure continuity of care for our clients. Housing support is an important part of this service model. The comprehensive assessments undertaken by our Housing Support staff considers a clients' holistic needs and works to develop a collaborative and coordinated plan that considers a variety of factors including a client's mental and physical health, their general wellbeing, any addiction issues, disability support needs, as well as family violence risk assessment if required and safety planning.

Support plans enable residents to identify their goals, and work out what they can do themselves, and what the Housing Support Worker can do to help them reach their goals. It also means we can assess people as they start to age, ensuring they can 'age in place' with the appropriate services required, for example accessing the NDIS or a Home Care Package. If required, we can also support clients to move into residential aged care when community supports at home are no longer enough.

Housing support is not just practical support but we also provide emotional support. Many of these people have experienced homelessness for the first time which is a traumatising experience, so this emotional support is crucial. We hear so many times from our clients that they never imagined they would experience homelessness later in life. Particularly for older women, who are the fastest growing group experiencing homelessness in Australia.

The support we offer is also flexible, not everyone needs intensive support all the time. Due to our Housing Support Workers being regularly present at our housing sites, this assists with forming trusting relationships; so our staff can provide the right support, at the time it's needed.

It's wonderful to have more housing stock coming online from the Victorian Government's Big Housing Build, however it unfortunately doesn't come with funding for housing support. Affordable housing, together with housing support must go hand-in-hand, as a base requirement for all social housing. Our ongoing challenge is how to resource both these essential elements so we can successfully reduce, and ultimately one day eliminate homelessness in Australia.

## A first for regional Victoria

**Tom Fitzgerald Residential Aged Care and Jimmy Kennedy Housing welcomed residents to Wintringham's newest homes in May 2023. For the first time in regional Victoria, these new services will enable older people who are financially disadvantaged or vulnerable to homelessness from the Hume region, to receive our specialised services and ongoing care, all at the same Shepparton location, allowing residents to age in place.**

Thank you to the Victorian State Government, the Victorian Branch of the Australian Nursing and Midwifery Federation (ANMF), the Ian Potter Foundation and an Australian philanthropic trust, who funded our Jimmy Kennedy housing units. While additional thanks go to the Federal Government who funded our Tom Fitzgerald home. This project was a true partnership, with the coming together of many groups to deliver a high-quality asset for a community that desperately needs housing and care for disadvantaged groups.

Our Jimmy Kennedy social housing units were named after a Wintringham Legend and one of our first ever residents. Jimmy shared our values for social justice; although he only had one leg and was financially disadvantaged himself, he would push a trolley around collecting bottles to recycle for money.

The money was then donated to World Vision to support an underprivileged child who lived on the other side of the world.

Jimmy's legacy now lives on in our 28 independent living units, with access to on-site housing support to help residents maximise their health and wellbeing and maintain their tenancies.

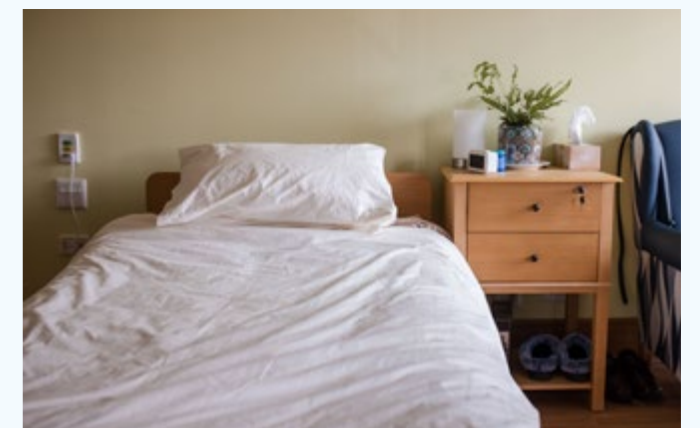
Meanwhile, our Tom Fitzgerald residential aged care home was named after a much-loved man who lived at Wintringham for 24 years until his passing in early 2023. He was known for his hearty laugh and his love of telling a good joke – read Tom's legacy on page 22.

This centrally located residential aged care home ensures staff can provide expert care for up to 20 residents and is part of the wider Wintringham network, which facilitates access to a broader range of specialist care services.

The spacious sitting areas offer extra comfort, and there's a communal area equipped with a small kitchen and television. An adjoining dining area is available for residents to enjoy home-cooked meals prepared by our in-house chef.

"Both Tom Fitzgerald and Jimmy Kennedy were well-loved and respected long-term residents at Wintringham, each having their own links to the Shepparton community. I'm sure both Tom and Jimmy would be very proud of these homes, just as we are," said Bryan Lipmann AM Wintringham CEO/ Founder.

"We're excited to be providing the Shepparton and Hume region with a full range of Wintringham services including housing, outreach, community care and now residential care."



Take a look around our Tom Fitzgerald Residential Aged Care and Jimmy Kennedy Housing.



Wintringham Legend Tom Fitzgerald

## Tom's legacy

Tom Fitzgerald lived at Wintringham for 24 years until his passing in early 2023. He started living at our Atkins Terrace housing in 1999, then after 15 years moved to McLean Lodge for additional care where he lived for seven more years. Tom later moved to our Ron Conn residential aged care home in Avondale Heights, which offers the highest level of care, for the final months of his life.

"My opinion of Wintringham has grown bigger every year. I've heard a lot of things and seen a lot of things in my time, and Wintringham is second to none," Tom said in his final interview with us.

Tom's memory now lives on at Wintringham's newest Residential Aged Care home in central Shepparton, named in his honour.

Vale Tom, you are sorely missed.

## A scooter, a smile and a new beginning

### Bob moves to Tom Fitzgerald

"I was in a retirement home, then a manager retired and someone else came in, and they weren't so good. The rent went up \$100 per fortnight and the food was poor – there wasn't very much of it, and it wasn't good," said Bob.

"So, I put in an application for Wintringham. And here I am, and I love it!

"When I first arrived at Wintringham in early May it was excellent! Everybody is great. The building structure is good – there are no problems whatsoever.

"You couldn't get better staff, they're like family. They show me respect and they have made me feel very welcome. It's very easy to live here.

"They have a great chef too. The food is excellent... I think I've put on 5kgs since I've been here!

"My room is tremendous! I'm still working out where to put things, I've got some photos to put up. It's like a little home. And it's always the right temperature inside.

"It's also easy to get around with my scooter. They always know if I'm home because the scooter is out the front! And I get out on that almost every day, I don't like to be stuck inside.

"I love living here!"



## A place to call home

### Tanya moves to Jimmy Kennedy

Tanya moved into Wintringham's Jimmy Kennedy Housing units as soon as they opened. Here she shares with us, what this home means to her.

"I lived in a very small country town for 30 years, and because it was so small, I had to pack up my whole house and move to Shepparton for medical reasons. Then I became homeless. That was just before the floods; but then the flood happened and then there were other people who were displaced and also looking to find housing," said Tanya.

"Moving into this place was special. It's like being in a little community and they're all willing to help you. They kind of left me to move in but let me know they are only a phone call away.

"Wintringham supplied my bed, and all the white goods, the sheets, the doonas, everything! Two forks, two knives, even a new lounge, they thought of everything. It's just a great little unit and it's ideal for me.

"The staff and the support is excellent, they all ask if you're ok. Everyone is so nice. If I need anything, the staff are always there.

"The building is great, where it's situated on the main road, it's convenient and you can't hear the traffic at all. You look out the window and you're looking at beautiful things.

**"I'm in a wheelchair and I can get around ok, it's convenient. My wheelchair fits through the doors. They have made it for anyone, whether you're in a wheelchair or not."**

"The gardens are gorgeous too. I'm a gardener, but to know that I don't need to do anything and there's still beautiful gardens around me, it's really nice.

"There's also no carpet, which means I just scoot around with the Dyson and everything is good! It's like living in a posh motel rather than living in a unit. It's really nice – I love it!

"And having the independence that my grandkids can come and visit and go again – I don't have to worry about anything anymore. I'm not going to get kicked out of here, I can stay as long as I want. Shepparton has all the medical stuff, the hospital and shops aren't far away. There are no problems here, absolutely none. It's an amazing place. I can't thank Wintringham enough!"

## From crisis to comfort

Wintringham Housing is providing some relief, at a time when no-one seems safe from the housing crisis currently gripping Australia. People are struggling to stay housed following the Covid-19 pandemic as James, in regional Victoria and Marty, at Delahey in Melbourne shares with us their stories.

It's a sad reality living between limited housing options and soaring rental prices, due to an escalating housing affordability and supply crisis.

## Meet James

James was living comfortably in regional Victoria when the pandemic hit.

"I rented a house for 19 years, everything was fine. During that time I made a home of it. I had a shed full of tools and everything I needed for work," said James.

"New owners bought the house six years earlier, and they came in right at the start of winter and gave me 60 days notice saying they wanted to renovate.

"As a result I started my search. The real estate agent told me the home I was interested in wouldn't be shown until the following week and there were already 60 applications on it. That was an eye opener! And then I had the pressure from the owner where I was living to get out, and that was during the Covid-19 lockdowns.

"Once my house went, my job went – because I had my own business but I needed a base to operate from. Luckily I brought an old 10-foot caravan with a bed in it just before my 60 days was up. Although I quickly found that I couldn't take it anywhere, because places only allow you to stay a few days at a time.

"So I went from having a home for 19 years, 17 years in my job, and then my health failed; I was diagnosed with cancer. Knowing that I wasn't going to get another home very easily, that's when all levels of fear and 'what am I going to do?' set in.

"I ended up buying a heater that ran off a gas bottle. I was so cold and desperate that I had the heater and the gas bottle inside the caravan. Just having the warmth again made me feel like I had everything, but

I couldn't relax because it could've exploded at any moment. I was always wondering how I was going to get through to the next day.

"A caravan park let me stay with them for five weeks because of my health concerns, and as I left there, they told me about a spot down near a creek, but said I could still use their facilities. I used to go to this spot every night and sit and have a cigarette or two. And that's where I stayed for five or six months. In the warmer weather it was fine, I loved just opening the door and looking straight into the bush.

"One day I bumped into a man who knew my situation, and he asked if I was on the Victorian Housing Register, and I said "yes" but he told me to follow up and see. I found a number to call, and it happened to be Wintringham. Luckily a unit came up at the very same time and I was asked if I wanted to inspect it. 'Inspect it? I'll take it right now! I'm in a caravan down at the creek!' I said. But I had to go and inspect, so I went and looked at it and said 'yes'.

"It took me a long time to settle down from the shock of losing my home, to floundering and living out in the bush for however long, and for this to come up, it was hard for me to believe it was really happening, and for me to feel secure again.

"I'm a stable sort of person. If I get a pair of shoes I like, I'll wear them until they wear out. I get a car and drive it into the ground. To have a stable home is very important to me. I'm so grateful."



Brown Hill housing resident, James, lived in a caravan after being evicted from his rental during the thick of the Covid-19 pandemic.



## Meet Marty

Marty found himself out of work with a disability when a sudden and significant rental increase left him without a home.

"Once I stopped working for the Royal Australian Navy due to several injuries, I found myself living in a nice caravan park in Wangaratta. One day all the residents received a letter saying there would be a redevelopment and we were all welcome to stay, but rent would be going up from \$240 to \$480 per week, and being on New Start, I couldn't afford that," said Marty.

"I moved back to Melbourne and stayed in a hotel for a few weeks, but money was quickly running out, so I called Launch Housing. They offered me emergency accommodation in St Kilda for five nights and while I was there my support worker called a friend at Open Door who said they had a handicap room available.

"They helped me to look for permanent accommodation, and it was there that Wintringham sent a worker; they were going to pick me up through the Homelessness to a Home (H2H) program. We had a meeting at the Broadmeadows office, and then I got a lease over at Preston for 18 months.

"Seven months in, things were going well, and I met

Glenda my support worker. Glenda is very strong and determined to achieve a great outcome for her clients. She's also not afraid to ask the hard questions. She asked where I wanted to be and what I wanted, so I told her the housing at Wintringham was meant to be pretty good, so she started putting in applications.

During this time, I was diagnosed with cancer and started treatment twice a week. Thankfully, I'm in remission now.

"Heather, the Site Manager at Delahey, called me and offered me to tour a unit. At the end of the inspection, she asked me if I would like time to think about it and I said, 'Yeah, about a minute!' I took it straight away, it's perfect. I have my own little yard out the back. I was grateful to have a roof over my head, but this place at Delahey – talk about hitting the jackpot!

"I have excellent neighbours. We have happy hour once a week out on the balcony and we have fun, a laugh and relax, which I haven't had for a long time.

"I have been through a lot, and seen a lot in my time. I've seen bombs, explosions, conflicts, you name it, but the stress of being homeless was worse. Wintringham offers me stability. My stress levels have dropped so much since I moved in."



Shona, a Home Care Package client, likes spending time with her fellow Lionsville housing residents.

## Customer Satisfaction Survey results

This year, we once again asked our clients how they think we could provide even better care and support services.

Our housing residents provided feedback on their experience of our tenancy and maintenance services. Every two years, we alternate our housing support and tenancy/maintenance surveys.

Although a lower than expected response was recorded overall, the responses indicate that our clients and residents think Wintringham does a 'good' or 'very good' job. We aim to achieve 80 per cent satisfaction as a benchmark and are incredibly pleased with the results.

Our residential aged care clients did not participate in the Customer Satisfaction Survey this year, as they will have opportunities to provide feedback through the National Aged Care Mandatory Quality Indicator Program.

### Client feedback

“ Wintringham were there for me when no one else was listening. ”

“ Keep doing what you're doing. It's making a difference. ”

“ The experience with the person who came was amazing, he helped me so much with everything, and followed up promptly. ”

Home Care Packages	Tenancy and Maintenance	NDIS	Outreach
91% My privacy was respected	89% My privacy was respected	93% My privacy was respected	100% Whilst supported in the program I felt my privacy was maintained
81% I was involved in decision making	-	86% I have input into the support I receive and it is based on what I want to do	100% Wintringham took the time to understand my needs and goals
83% I have open and honest communication with staff and managers	80% I have open and honest communication with staff and managers	86% I am satisfied with how Wintringham manages complaints and feedback	100% Wintringham were easy to deal with
81% My rights have been well explained to me	80% My rights have been well explained to me	89% My rights have been well explained to me	92% The complaints process was clearly explained to me
86% I am satisfied with Wintringham overall	84% I am satisfied with Wintringham overall	91% I am satisfied with Wintringham overall	96% Wintringham staff did what they said they would do

Note: Percentages above show the rate of client satisfaction with the statement listed.

## Under construction

### Lyndell White House, Coburg

This 49-unit social housing project, primarily funded by the Peter and Lyndy White Foundation, with additional support from the Victorian State Government, is set to be completed in the coming months, with residents expected to move into their new homes in early 2024.



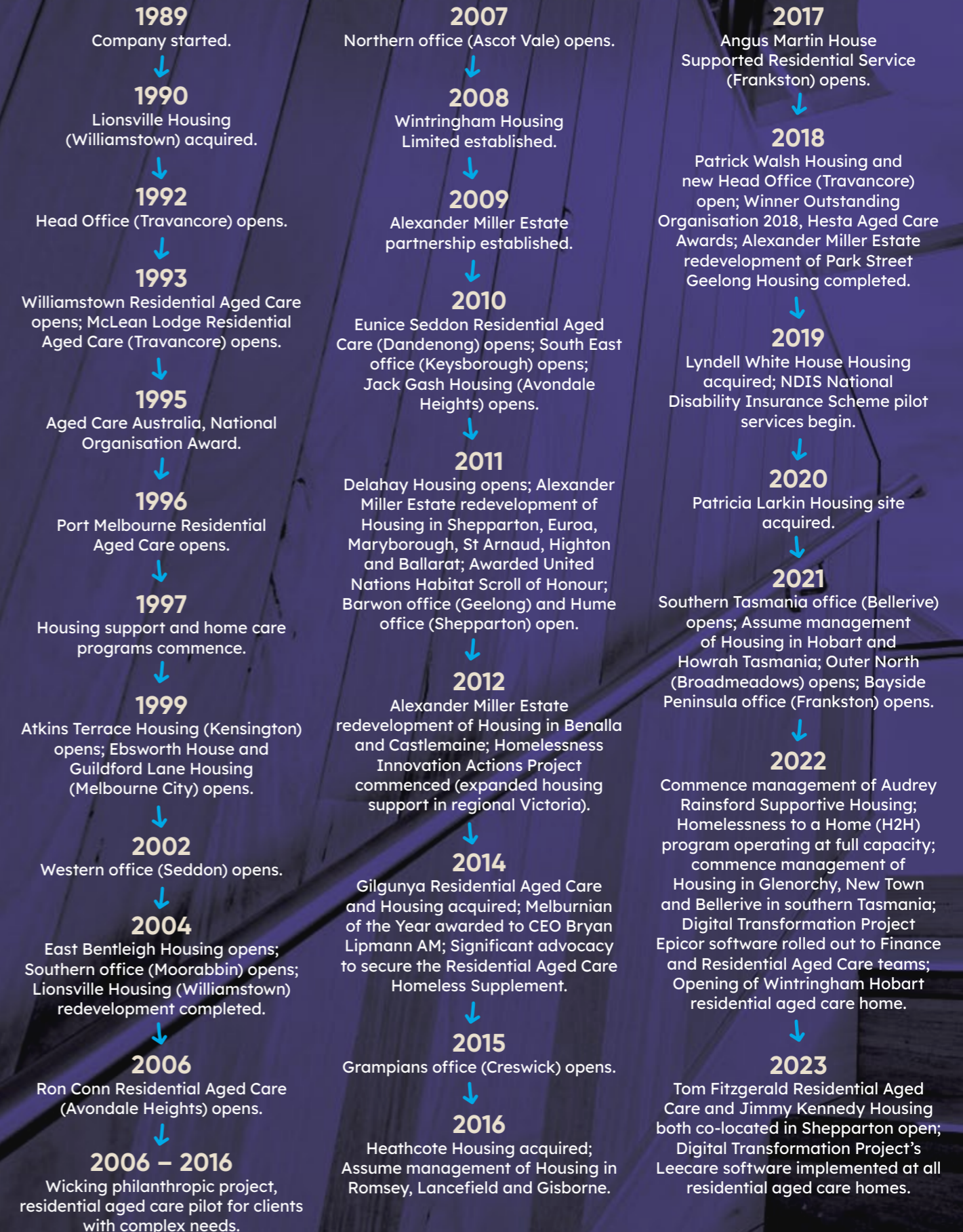
### Patricia Larkin, Golden Square

This development comprises 35 one-bedroom units, an ancillary administration building, communal garden and community room for tenants. Funding was accessed as part of the Victorian Government's \$5.3 billion Big Housing Build program and the land purchase was funded by the Peter and Lyndy White Foundation. Construction for this project is due for completion in April 2024.

### Lancefield

Another social housing project is underway. Twelve modern units will be built on existing Council land in Lancefield, Victoria. Wintringham Housing, in partnership with Macedon Ranges Shire Council, and with funding from the Victorian Government's Big Housing Build program, announced their intention to build the units. Construction is due to commence in early 2024.

## Timeline





# Financials

## Statement of Financial Position

As at 30 June 2023

	2023 \$	2022 \$
<b>Current assets</b>		
Cash and cash equivalents	10,554,279	13,837,152
Trade and other receivables	7,206,154	8,037,911
Inventories	44,870	106,125
Financial assets	11,105,071	9,045,751
Other current assets	422,067	542,974
<b>Total current assets</b>	<b>29,831,073</b>	<b>31,569,913</b>
<b>Non-current assets</b>		
Investment property	451,892	460,942
Property, plant and equipment	129,188,623	117,769,563
Right of use assets	2,146,048	1,184,490
<b>Total non-current assets</b>	<b>131,786,563</b>	<b>119,414,995</b>
<b>Total assets</b>	<b>161,617,636</b>	<b>150,984,908</b>
<b>Current liabilities</b>		
Trade and other payables	11,746,636	23,492,141
Borrowings	8,634,207	7,199,134
Lease liability	530,267	407,860
Provisions	12,766,543	11,369,789
<b>Total current liabilities</b>	<b>37,685,375</b>	<b>42,468,924</b>
<b>Non-current liabilities</b>		
Borrowings	200,521	203,881
Lease liability	1,688,467	730,301
Provisions	468,439	500,130
<b>Total non-current liabilities</b>	<b>2,357,427</b>	<b>1,434,312</b>
<b>Total liabilities</b>	<b>40,042,802</b>	<b>43,903,236</b>
<b>Net assets</b>	<b>121,574,834</b>	<b>107,081,672</b>
<b>Equity</b>		
Reserves	3,507,554	3,507,554
Accumulated funds	118,067,280	103,574,118
<b>Total equity</b>	<b>121,574,834</b>	<b>107,081,672</b>

## Statement of Income and Expenditure

For year ended 30 June 2023

	2023 \$	2022 \$
Revenue from operating activities	92,921,269	80,935,701
Other revenue	1,476,684	689,084
<b>Total revenue</b>	<b>94,397,953</b>	<b>81,624,785</b>
Employee benefits expense	69,130,324	61,584,480
Finance costs	97,433	66,480
Resident and client services	12,846,101	12,387,316
Property maintenance, utilities and insurance	5,999,372	4,302,496
Administration and other expenses	3,092,440	2,710,543
Depreciation on property, plant and equipment	4,291,316	4,200,193
<b>Total expenses</b>	<b>95,456,986</b>	<b>85,251,508</b>
<b>Net deficit before capital items</b>	<b>(1,059,033)</b>	<b>(3,626,723)</b>
Revenue from capital grants and donations for residential aged care and housing developments	15,552,195	16,673,687
<b>Net surplus for year</b>	<b>14,493,162</b>	<b>13,046,964</b>

### Income sources (excluding capital grants)



- 68% Federal Government recurring
- 15% State Government recurring
- 15% Client services
- 2% Other income

### How we spend



- 86% Client services
- 6% Maintenance, utilities and insurance
- 4% Other overheads
- 4% Depreciation



## 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](http://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](mailto:admin@wintringham.org.au)



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