

*Wintringham*

Options  
Dignity  
Rights

# Strategic Plan

2025-2030

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# Wintringham

Founded in 1989, **Wintringham** is a not-for-profit, purpose driven, secular organisation delivering housing and support services to older people in Victoria and Tasmania who have experiences of, or who are at risk of homelessness.



The work is challenging but incredibly rewarding, and 35 years on, the strength and success of Wintringham remains rooted in our commitment to work solely with this group of vulnerable people.

Built on principles of social justice and human rights, Wintringham advocates for, and protects the rights of those whose life circumstances have resulted in homelessness and premature ageing.

Financial viability is critical for our success, and we are reliant on adequate funding to provide safe homes, high quality services and support future growth.

**Front cover:**  
Jutland Village Housing resident  
Chris, at home in Tasmania.



## 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.

**Bryan Lipmann AM CEO/Founder**  
(centre) with residents and staff  
at Atkins Terrace Housing in  
Kensington, Victoria.



Robert (left) and Mario at Gilgunya Residential Aged Care home in Coburg, Victoria.

## Principles

### Embedded organisational values - Options. Dignity. Rights.

Our values are the foundation of Wintringham's culture and are essential to our long-term success and reputation.

### Trauma informed and enablement focussed.

Our services are delivered in a way that recognises past harms, fosters resilience, and empowers individuals to take control of their lives in a healthy, sustainable way.

### Services are available when and where clients want them.

Our services will be accessible, flexible, and responsive, ensuring clients can easily access what they need, when they need it, and in the way that suits them best.

### Socially and environmentally responsible.

We will use ethical and sustainable practices in our operations to minimise negative impacts on society and the environment.

### Accessible and inclusive.

We will design and maintain environments, services, and systems where every person can participate fully and feel welcomed.

### Balance growth with sustaining high quality services.

We will find ways to grow sustainably, without compromising the quality that has made Wintringham successful in the first place.

### Leverage technology to optimise operational efficiency.

We will use technological tools, systems, and solutions to streamline, improve, and make our business processes more effective and efficient.

### Financially viable.

We will generate sufficient revenue to cover costs and sustain operations over the long-term.



## Strategic priorities

### Goal 1

**Amplify the voice of older people at risk of, or who have experienced homelessness.**

#### Actions/Commitments

- Enable and empower clients to influence and improve our services by:
  - Supporting clients to be involved and take on leadership roles
  - Listening to ideas and providing feedback on concerns raised
  - Facilitating opportunities to be a part of service improvement and government consultations
- Advocate for systemic change that will improve circumstances for Wintringham clients and other older vulnerable Australians

### Goal 2

**Deliver excellent services and high quality outcomes.**

#### Actions/Commitments

- Utilise our data to build the evidence to inform Wintringham's service delivery model and strengthen our continuum of care
- Build evaluation and continuous improvement capability
- Develop and implement practice frameworks to guide our delivery of care
- Identify and access new funding opportunities

### Goal 3

**Be the employer of choice for existing and new staff.**

#### Actions/Commitments

- Invest in the systems and activities that support the recruitment and retention of staff
- Strengthen our training and development activities so that everyone has what they need to do their job, and feel connected to Wintringham's purpose
- Implement Wintringham's Diversity and Inclusion Strategy
- Promote work-life balance and staff wellbeing

### Goal 4

**Provide great homes and maintain them well.**

#### Actions/Commitments

- Implement an asset renewal plan to support ageing buildings
- Strengthen our maintenance response and work with residents when repairs are needed
- Respond to and be ready for climate change, emergency events and disruption
- Seek out opportunities to expand and improve our homes

## 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.

# Wintringham

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