

*Wintringham*  
Annual Review  
**2020 / 2021**





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/ Cover image: Much-loved resident Laura with staff member Larrissa.

Laura was unofficially Wintringham's Princess, adored by all that met her and was well known for always being beautifully dressed. Laura passed away in October 2020, and is sorely missed by our Port Melbourne and Ron Conn teams.



/ Day Dreaming, by Dot Lipmann AM (portrait of Laura)



## President's foreword

**After more than a year into this Coronavirus pandemic, I continue to be amazed by the work ethic, professionalism and dedication of all Wintringham staff, managers, volunteers and the executive team, passionately and capably led by our CEO and Founder Bryan Lipmann AM. On behalf of the Board of Directors, I sincerely thank each and every one of you.**

Despite the challenges we continue to face, the Wintringham team, together with the cooperation and understanding of our clients, have done everything within their power to hold the virus at bay, keeping our clients, residents, and staff safe; for this I am very thankful.

The pandemic has also presented us with opportunities to deliver outstanding client outcomes. The work our outreach, case management and recreation teams did over 12 weeks in late 2020, at The Base backpackers hostel in St Kilda was exceptional. The partnership between our staff, The Base and the Department of Health & Human Services, ultimately helped 22 people who were exposed to Coronavirus at their previous accommodation, get the ongoing support and long-term home they deserve.

Early in 2021, Wintringham also began working on the Victorian Government's 'Homelessness to a Home' program. The team scaled up, and remains focused on finding long-term housing and providing support for 241 vulnerable older people, who were housed in hotels during the peak of the pandemic last year. Our staff have worked tirelessly and passionately. We are proud to be part of this unique initiative that has given so many people the opportunity to make a fresh start.

This has also been a year of firsts, as we began operations interstate for the very first time in Hobart. The Tasmanian Government continues to be a supportive partner, and we have felt very welcomed by other providers and the local community. We can't wait to help more older disadvantaged Tasmanians get the support and home that they need.

Work also continues with building projects underway in Shepparton, Coburg, Bendigo and we wait with great anticipation to begin services at our first interstate residential aged care home in Hobart next year. We look forward to celebrating these milestones with you all.

I would like to thank my fellow Directors for their steadfast contribution to the governance of our organisation. In addition, I acknowledge the important work of our Board Executive, Finance and Audit, and Clinical Governance Committees; their oversight supports the alignment of service delivery and client need, regardless of the many other competing demands.

The past year has in many ways cemented our organisation's resolve to continue working to give older disadvantaged people the opportunity to have 'a home until stumps'. The challenges have tested us all, but I believe thanks to our staff, volunteers and supporters across government, our colleagues in homelessness, aged care and philanthropy, we will continue to rise to the challenge and succeed.

**Gerard Mansour**  
President

/ Long-time housing resident Molly.





## CEO's report

**This has been Wintringham's 32nd year – with Coronavirus making it one of our hardest to date. Company annual reports throughout Australia and the world, will all no doubt be voicing a similar theme. The good news however is that through a combination of adherence to strict policies and procedures, amazing staff loyalty to their colleagues and to the people they care for, and due to a modicum of good luck, Wintringham has so far escaped the ravages of the pandemic.**

Yet the stress that this pandemic has put on all of us is simply inestimable. Never knowing whether tomorrow would reveal an outbreak in one of our facilities, never knowing if one of our homeless clients has become infected, never knowing if any of our valued staff or their families succumb to this terrible illness – all of that and more has made for a very difficult year. But survive we did, and let's hope that the next year brings an end to this cursed virus.

In spite of the stresses that the pandemic placed on all of us, we shouldn't remember the year simply in terms of COVID-19. There have been some significant developments that need to be celebrated.

Through an extraordinary capacity building grant of \$1.8 million from the Wicking Trust, administered by our friends at Equity Trustees, and a further \$730,000 from the Commonwealth, we commenced our Digital Transformation Project which will revolutionise the way we do business. This project has been long in gestation but is now almost ready to "go live". I want to sincerely thank those staff members and particularly our Technology

Manager Shane Van Houten, who have all worked so hard to get us ready for this major change.

Key to solving the problem of homelessness is the supply of affordable housing. I am therefore pleased to report that this past year Wintringham again embarked on a range of acquisition and construction projects, including the \$15 million Jimmy Kennedy housing and Tom Fitzgerald residential aged care developments in Shepparton which will be adjacent to our existing Miller housing project; the \$14 million Lyndell White housing project in Coburg which will deliver 49 single units; and the \$16 million Patricia Larkin housing project in Bendigo which will create 35 one bedroom apartments.

As pleasing as these projects are, it is the development of our partnership with the Tasmanian Government which excites me the most. This is our first venture interstate and would not have been possible without the support and cooperation of the Government and the senior public servants responsible for the provision of housing and support.

The negotiations for a package that included the acquisition of suitable land, obtaining Federal Government residential aged care bed licenses, the design and construction of a Wintringham-styled aged care facility and adjacent housing, the assuming of management of 171 housing units in Hobart, and a funding package that will enable appropriate support to be provided to our clients; all of this and more took some years to reach fruition.

We now have a Tasmanian team assembled, and while they watch as the residential aged



/ Marek with Wintringham staff, Tanya and Lil in Hobart.

care facility is being built, they are getting on with the task of supporting residents as they move into housing that is being progressively transferred to Wintringham to manage. We have been fortunate that Tanya Atkinson agreed to move temporarily to Hobart with her young family to establish our new service.

Turning attention to our many residential aged care sites, readers of past Wintringham Annual Reviews will be aware that we have always struggled to secure a fair and appropriate level of financial support for our work with elderly homeless people. Winning the right in 1989 for impoverished aged homeless to receive aged care was certainly a significant achievement, but it soon became apparent that the Commonwealth Aged Care program was designed around the needs of a very different client group to the one we represented. Negotiations since that date have centered around trying to find a way that the significant shortfall in funding as compared to mainstream providers, could be addressed.

It is therefore with some sense of cautious optimism that we can say that the imminent launch of the new AN-ACC recurrent funding system does appear to have addressed this imbalance. It is of course too early to definitively pronounce that Wintringham will finally achieve adequate recompense for our work, but current signs are positive.

With the passing of this most momentous year, I again wish to thank my marvelous executive colleagues, the entire staff of Wintringham, our supportive Board ably led by Gerard Mansour, and to the many public servants in Canberra, Melbourne and Hobart who support our work with disempowered and impoverished elderly people.

**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 who have experienced homelessness, with a range of high quality services.



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

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

# How we can help

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

## Initial Support

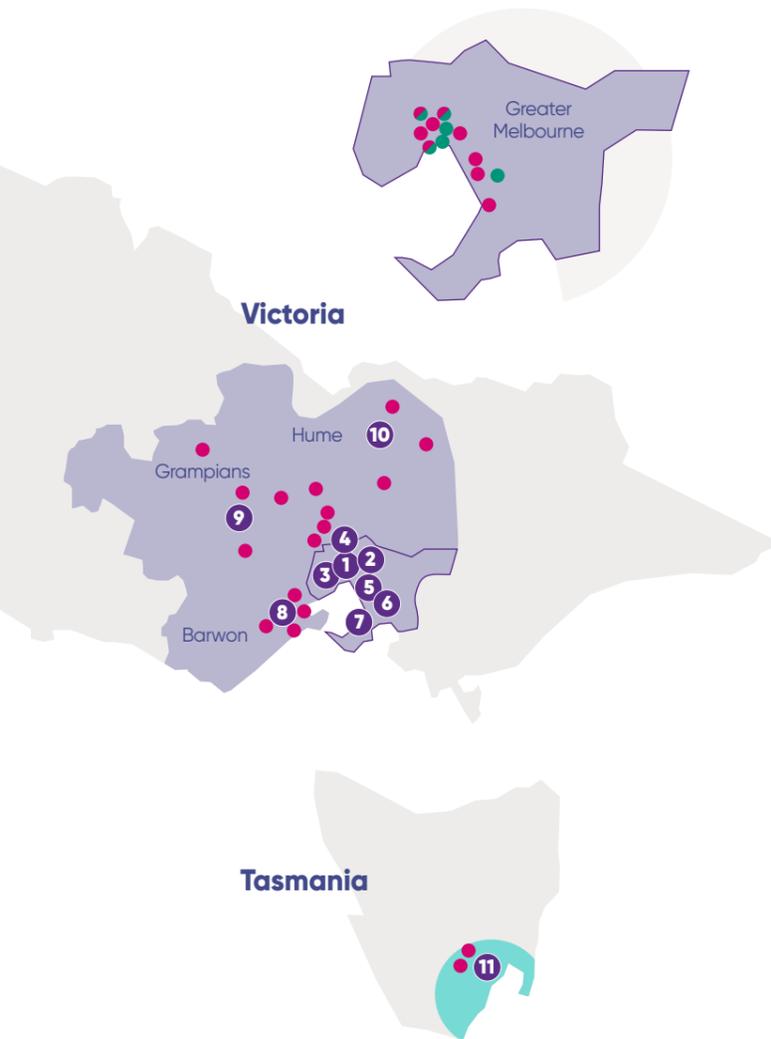
Advice & Information	Connect with Services	Help to find Housing
 Monday - Friday  Business hours  Specialist team  Advice and information about housing and support options <p style="text-align: center;">→ 03 9034 4824 ←</p> <p style="text-align: center;"><a href="mailto:adviceandinfo@wintringham.org.au">adviceandinfo@wintringham.org.au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

## Ongoing Support

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

# Where we are

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



- **Housing**  
 Avondale Heights    Flemington    Maryborough  
 Ballarat    Frankston    Melbourne CBD  
 Belmont    Geelong    Romsey  
 Benalla    Gisborne    Shepparton  
 Bentleigh East    Heathcote    St Arnaud  
 Castlemaine    Highton    Williamstown  
 Coburg    Kensington    Hobart (Tas)  
 Delahay    Lancefield    Howrah (Tas)  
 Euroa    Manifold Heights
- **Our Offices**  
 1 Flemington    5 Moorabbin    9 Creswick  
 2 Ascot Vale    6 Keysborough    10 Shepparton  
 3 Seddon    7 Frankston    11 Bellerive (Tas)  
 4 Broadmeadows    8 Highton
- **Residential Aged Care**  
 Avondale Heights    Dandenong    Port Melbourne  
 Coburg    Flemington    Williamstown
- **Community Support Service Area (Vic)**  
 Wintringham provides services from various offices across Victoria. Services include Homelessness Outreach, Housing Support, Home Care Package delivery, NDIS and Recreation.
- **Community Support Service Area (Tas)**  
 Wintringham provides Homelessness Outreach and Housing Support services.

# Our services 2020 / 2021



## Residential Aged Care

**280** Residents supported at year end

**101,836** Days of care provided



## Home Care Packages

**865** Clients supported at year end

**112,206** Services delivered

**115,162** Hours of services delivered by Wintringham staff



## Homelessness & Housing Support

**1,347** Clients supported at year end supported in 2020/21



## Housing

**589** Housing units

**134** Additional units to become available within the next 2 years



## Volunteering

**3,481** Hours of volunteer service



## Advice and Information

**3,624** Referrals received (calls and emails)



## Disability Support (NDIS)

**71** Clients supported at year end

**32,643** Hours of direct care

**3,357** Hours of support coordination

**18,729** Services provided



## Recreation Services

### Residential Aged Care

**23,776** Activities delivered

**67,593** Client participations

**62,200** Hours of service

### Home Care Packages

**13,442** Activities delivered

**18,333** Client participations

**1.36** Hours, average service duration



## Meals Made

Meals produced by our commercial kitchen:

### Residential Aged Care

**218,462**

### Home Care Packages

**15,024**



## Homelessness to a Home

This Victorian Government program means we can support people who experienced homelessness during the COVID-19 pandemic, and help them transition to long-term housing solutions.

**241** Clients receiving support and housing



## Tasmania

In partnership with the Tasmanian State Government we commenced our Hobart operations in March 2021.

**52** Housing units at year end

**68** Clients supported through State & Federal Government Programs

**120** Additional units to be transferred by December 2021



/ Allan, at our Residential Aged Care home, Gilgunya.

/ Fenix and her Support Worker Cate in Hobart.



## Our clients

Clients with no assets on admission (to Residential Aged Care)	2021	2020
	<b>73%</b>	<b>75%</b>

Note: 2005 figure was 22%

Client with less than \$10K on admission (to Residential Aged Care)	2021	2020
	<b>82%</b>	<b>75%</b>

Types of pension (in Residential Aged Care)	2021	2020
Aged	<b>75%</b>	<b>75%</b>
Disability Support	<b>24%</b>	<b>23%</b>
DVA	<b>1%</b>	<b>2%</b>

Average stay (years)	2021	2020
Home Care Package	<b>3.2</b>	<b>4.3</b>
Residential Aged Care	<b>4.8</b>	<b>4.4</b>
Housing	<b>4.7</b>	<b>5.8</b>

Average age at entry	2021	2020
Home Care Package*1	<b>75.8</b>	<b>71.6</b>
Residential Aged Care*2	<b>72.7</b>	<b>69.7</b>
Housing	<b>62.9</b>	<b>65.9</b>

Average age (at 30 June)	2021	2020
Home Care Package	<b>75.8</b>	<b>75.7</b>
Residential Aged Care	<b>74.1</b>	<b>74.1</b>
Housing	<b>69.4</b>	<b>71.7</b>

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

Males receiving services	2021	2020
Home Care Package	<b>407</b>	<b>402</b>
Residential Aged Care	<b>199</b>	<b>200</b>
Housing	<b>322</b>	<b>280</b>

Females receiving services	2021	2020
Home Care Package	<b>458</b>	<b>422</b>
Residential Aged Care	<b>78</b>	<b>82</b>
Housing	<b>278</b>	<b>279</b>

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

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## Our staff

	2021	2020
Total staff	<b>873</b>	<b>793</b>
Full time staff	<b>204</b>	<b>145</b>
Part time staff	<b>474</b>	<b>456</b>
Casual staff	<b>195</b>	<b>192</b>

	2021	2020
Average age of staff	<b>47</b>	<b>47</b>
Female staff	<b>81%</b>	<b>82%</b>
Male staff	<b>19%</b>	<b>18%</b>

# Celebrating our people

## 25 years of service

Wintringham's success relies heavily on the people that deliver our services, and it seems we are in very good hands. This year Melinda from our Williamstown residential aged care home achieved the significant milestone of 25 years of service, and we couldn't be prouder of her achievement. Here's what she had to say.

"I was doing a community course in aged care to find out what services were available for my parents, and one of the places we visited was the new Wintringham site at Williamstown. A few weeks later there was a job ad in the local paper, so I applied and was successful," says Melinda.

"My job involves personal care, medication and serving of food. I've worked all shifts from day, afternoon, night and laundry shifts, and I've only ever worked at Williamstown.

/ Congratulations Melinda on achieving the coveted 25 years of service!



Very early in my employment, I had a breakthrough with a head-strong, stroke resident who couldn't talk, he only made 'beep beep' sounds. He was in pain and had to have a tooth extracted, and a couple weeks later I also had one taken out. I went to show him my missing tooth, he laughed and I put on a sad face, then quite unexpectedly he broke out into a 'beep beep' song for me and we both laughed. After that, we became great mates.

"Another highlight was when I took a resident to Portsmouth, England where he was born. It was on his bucket list to see his cousin, grandfather's grave, and his old home in Portsmouth. He also wanted to see the London Zoo, which I didn't realise until the day, was where his grandfather last took him. I only found out when I saw him with tears in his eyes.

*"My time at Wintringham has been so busy, yet always rewarding and fulfilling, it's hard to believe that 25 years have passed. It's the people, both clients and staff that make this place so special, I wouldn't have it any other way!"*

Congratulations and most of all thank you Melinda for your compassion and dedication to our organisation and our cause.

## Tom's story

It's been 21 years since Tom moved in to Wintringham – we caught up with him to hear his story, his thoughts on Wintringham and how he came to have a 20-bed Residential Aged Care home named after him.

Tom spent most of his early years in Strathmerton (a town just 40 kilometres shy of Shepparton), where his family moved from Melbourne when he was just two years old. His father worked on a share farm that was 1400 acres to make some money, while his mother looked after four young children.

It wasn't long until Tom's father bought some cattle and the farm became a successful dairy. Tom lived on the farm for 15 years. When it came to the hay-carting season Tom said the work was exhausting, "We'd have to lift hundreds of bales in 40-degree heat and in between we milked the cows. I was bloody fit in those days."

When Tom got older he moved to Shepparton, he has fond memories of his time there saying: "I loved the sunrises and sunsets, they were the best I had ever seen. There was only one traffic light when I grew up, and I liked the people and the city."

Tom also shared his first thoughts of Wintringham and how he came to live with us 21 years ago. He was living in a bedsitter at the time and it was being sold, so he needed to move out pretty quickly, which is how he came to get in touch with us. We had one housing unit left at Atkins Terrace, which he came to inspect.

"On the way back home on the train, I had tears in my eyes at just how lovely it was compared to the bedsitter. And I couldn't believe my luck to have such a lovely place to live." Tom moved in the following week, and has lived with us ever since.

Tom says, "It's been a pleasant time, it's a community, and I really cherish the years I've spent both at Atkins Terrace, and now at McLean Lodge. I wouldn't have been there a week and I knew that I had made the right decision to move. And I still feel the same."

"One of the things that pleases me most is to see what it does for people, and I see it every day – people getting supported, helped, and looked after.



/ Tom at McLean Lodge.

*"And the gardens! I really love the gardens, in the spring time and in the winter, all the beautiful colours. And to have a backyard this big, in this part of town, is a luxury."*

When Bryan Lipmann approached Tom one day, leaned on a pool table and told him that Wintringham wanted to name the new Shepparton site after him, "Well you could have knocked me over with a feather," Tom said.

"I was deeply humbled to have my name put alongside Wintringham's, in my old home town.

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

Wintringham's new Tom Fitzgerald Residential Aged Care Home is expected to open in Shepparton in late 2022.

# Timeline

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



/ Ray and Karen enjoying a cuppa in their backyard.

# Our growth continues

## New social housing for Golden Square

Despite the various challenges this COVID pandemic has presented us with, there has been a significant silver lining for people experiencing homelessness. In partnership with the Victorian State Government, and thanks to the continued generosity of the Peter & Lyndy White Foundation, Wintringham has secured funding to purchase a site and build a 35-unit social housing development for older people who are vulnerable to homelessness in Golden Square, Bendigo.

This project is part of the Victorian Government's \$5.3 billion Big Housing Build announced in late 2020, which was created largely in response to the Coronavirus pandemic and the impact that homelessness has on people's ability to maintain good health. The Big Housing Build will provide a huge boost to the number of social and affordable housing units available for people in need across metropolitan and regional Victoria.

Wintringham's Golden Square social housing project will provide 35 people with a purpose-designed, safe and secure permanent home. Michael Deschepper, Deputy CEO says, "The Big

Housing Build initiative really recognises that the availability of social housing is vital for a person's health and wellbeing, and also benefits the wider community."

"Unfortunately more and more people are being priced out of the private rental market and are at-risk of homelessness. So we're thrilled to see the Government committing the State's biggest ever investment to increase social housing stock to support vulnerable Victorians. Additionally we are also very grateful for the support of the Peter & Lyndy White Foundation whose donation enabled us to purchase the site.

"Given Wintringham's track record of delivering social housing across Victoria, including neighbouring Heathcote, we think this development will be a valued addition for the Golden Square community.

*“And in Wintringham tradition, the site will proudly be named after our long-standing and much loved client Patricia Larkin.”*

We expect to welcome new residents to this property in late 2022.



/ Artist's impression of Patricia Larkin housing in Golden Square.



/ Wintringham Housing staff Donna and Racheal with Daryl Wallace and Greg Spiers from Heathcote Lions Club.

## Heathcote units now open

In November 2020, Wintringham welcomed four new residents to Heathcote's latest social housing project.

These four new one-bedroom purpose designed units have been built exclusively for people aged 50 and over, who have a connection with the local community and are disadvantaged or at risk of homelessness.

Wintringham has worked closely in partnership with the Lions Club of Heathcote, Heathcote Health, City of Greater Bendigo, Heathcote and Nagambie Community Bank and the Victorian Property Fund to bring this project to fruition.

Features of the new units include; easy access for residents with limited mobility; bedrooms designed to support periods of illness; external charge points and storage for scooters; special equipment for frail residents; along with other enhanced safety measures including fire sprinklers.

Wintringham in partnership with the Heathcote Lions Club already has a local presence, with 17 social housing units adjacent to this new site.

"Being in Heathcote already means we can extend our current housing support services to these additional four people. This model ensures that tenants can access the support they need to maintain successful tenancies, and the services they need - this can often make all the difference to helping people feel settled and happy in their new home," said Michael Deschepper, Wintringham Deputy CEO.

"Despite having to undertake construction during the COVID-19 pandemic, I'm proud to say the completion of the build was ahead of schedule. This has been a positive achievement and we hope it helped lift spirits in Heathcote, and leave a lasting multi-generational legacy."

Thank you to our partners and the local Heathcote community for supporting our work and our clients.

## Building projects underway

Works continue at multiple sites with minimal delays due to the COVID-19 pandemic.



### Lyndell White House, Coburg

The planning and approvals process has been completed and construction is now underway to develop a 49 unit social housing community. The

project primarily funded by the Peter & Lyndy White Foundation, with additional support from the Victorian State Government, is due for completion in May 2022.

### Shepparton

This will be a first for regional Victoria, as Wintringham will build both a residential aged care home (20-beds) and social housing (28 units) over two levels located immediately beside our existing Shepparton site. Construction will be complete by mid-2022. This project has been made possible with the generosity of philanthropic Trusts Ian Potter Foundation and John T Reid Charitable Trust, along with the Victorian Branch of the Australian Nursing and Midwifery Federation, State and Federal Governments. This development will cement Wintringham's presence in the Goulburn Valley region.



## More offices for growing teams

Wintringham continues to grow across Melbourne and Tasmania. In the first half of 2021, we opened new offices in Frankston, Broadmeadows and Bellerive.

Thanks to our From Homelessness to a Home (H2H) program, and the expansion of our NDIS services in the Frankston area, it was the right time to establish a base for staff. This office known as our Bayside Peninsula Office, is located at 363 Nepean Highway Frankston.

While the new Broadmeadows office, known as our Outer North Office, will service a growing number of Home Care clients in the northwest of Melbourne, while also accommodating H2H staff. The office is located at 1/61 Riggall Street Broadmeadows.

Our office in Bellerive is our first in Tasmania and forms a base for Wintringham staff providing housing support and outreach services in Hobart. Our Southern Tasmania Office is based at Wirksworth House, 18 Wentworth Street Bellerive.



/ Bayside Peninsula Office in Frankston.



/ Wirksworth House, Southern Tasmania Office in Bellerive.



/ Staff at our Outer North Office in Broadmeadows.

# Hello Tasmania!



/ Some of our new team based at Wirksworth House in Bellerive.

**After years of planning, in partnership, and with the continued support of the Tasmanian Government, Wintringham proudly began operations in Hobart in March 2021.**

Initial services include the provision of tenancy management and housing support services to people living in Government-owned housing across Hobart.

By June 30, 2021, Wintringham had established an office at Wirksworth House and assumed management of 52 social housing units in Bathurst Street Hobart and in Shoreline Drive Howrah. By the end of 2021, 120 more units will be transferred to Wintringham management.

CEO and Founder of Wintringham, Bryan Lipmann AM says that this is one of the most exciting projects he has ever been involved in. "The cooperation of the Tasmanian Government and the enthusiastic support received from Ministers and public servants has made this project possible. We are determined to repay their confidence in Wintringham!"

Tasmanian Establishment Manager, Tanya Atkinson, who moved to Hobart to set up

the office and recruit staff, tells us about her experiences in the beautiful Apple Isle so far.

"We've received amazing support from both the Tasmanian Government and the Homelessness and Housing sector. We can see that the work we're doing to support older people who are experiencing or are vulnerable to homelessness is filling a gap in the sector. We've worked alongside existing services to get great outcomes for people."

"New residents moving into brand new housing in Bathurst Street Hobart which was built by the Tasmanian Government, expressed an overwhelming sense of gratitude for their new home. Many were really excited to move into a unit that was brand new, while most just talked about how happy it made them to have a forever home; some for the very first time in their lives.

"For the housing sites that have been transferred to us with existing tenants, we have received a lot of positive feedback like residents just knowing there is somewhere to go if they need to ask for help. Many residents also felt that



/ Katherine at her new home in Hobart.

Wintringham would notice if they were not around and would take steps to ensure they were well and safe, or would not be forgotten.

"Our newly formed Tassie team is doing a brilliant job and have slipped right into delivering support services the 'Wintringham way'. Residents are feeling like they are being given options, treated with dignity and are supported to know their rights, which reflect our organisation's values.

"We can't wait for the new Residential Aged Care home in Bellerive to complete construction and be opened, as we see a significant demand for affordable accommodation with a high level of support."

Housing Connect is Tasmania's front door to services assisting people experiencing housing crisis or homelessness and can be accessed by calling 1800 800 588.



/ Wintringham client Leigh in Hobart.



# COVID's silver lining

Despite the many challenges faced throughout this Coronavirus pandemic, it has also provided many people who were experiencing homelessness or living in unsuitable housing, with an opportunity for a life-changing fresh start.

## The Base provides a new start

In August 2020, Wintringham received an unusual call from the Victorian Department of Health & Human Services (DHHS) asking for help. It was the middle of Melbourne's second lockdown, with most homeless providers operating skeleton programs. Outreach services and in-person support for those most marginalised were almost impossible to engage.

A group of predominantly aged and disabled people living in a pension level supported accommodation service had been forcibly moved from their home to essentially save their lives. COVID-19 had torn through their building and a health directive meant all residents were involuntarily admitted to hospitals. Their future was unclear.



/ Shirley and University of Melbourne social work placement student Jessica.

The call came late on a Wednesday; by the following Monday a backpackers hostel in St Kilda (The Base), was ready to provide short-term accommodation and meals. While Wintringham assembled a team who were rostered to work 24/7, ensuring this high-risk population was safe and cared for, in what was at times an unpredictable environment. On-site case management, specialist recreation, nursing and personal care was provided to 22 clients over a three month period.

Project Manager Kate Rice says, "What staff found when assessing the clients was shocking. COVID-19 had unearthed people whose physical, mental health and overall wellbeing had been severely neglected."

"Our challenge was to start from the beginning, addressing what was most urgent. Many of these people had just left hospital after recovering from COVID or having to isolate in hospital; they were traumatised.

"We quickly realised our team couldn't start tackling this level of complexity on our own. Compounding this was the challenge of getting help from medical and allied health, whose organisations would not allow them to visit us in person due to COVID restrictions.



/ The Base residents created their own Spoonville.



/ Doug (left) with Wintringham personal care, recreation and nursing staff.

*“As a result, we created a working team including final year Social Work placement students from the University of Melbourne, and a close network of external providers and experts that could support our staff, to support these people; many of whom had no family.”*

The project's collaborative work resulted in Wintringham, DHHS, Caulfield Aged Care Assessment Team, Office of the Public Advocate, State Trustees, St Kilda Road Clinic, Sacred Heart Mission and key local homelessness and NDIS providers working together to find permanent supported housing options for this highly vulnerable group in a time of statewide crisis.

By the end of the project, 11 of the 22 people found long-term accommodation in residential aged care, four moved into social housing, two moved into a Supported Residential Service of their choice, while five continued to be supported by NDIS and mental health services until permanent housing was available.

Being able to bring together the range of expertise so quickly to facilitate the best possible outcomes for all 22 clients was a significant achievement, which we are extremely proud of.



/ Denise celebrating her birthday at The Base.

## From Homelessness to a Home

Wintringham is proud to have been granted more than \$10 million of funding by the Victorian Government to help 241 people aged 50 and over to secure long-term housing and provide support across metropolitan Melbourne, as part of the From Homelessness to a Home (H2H) program.

Participants in the program experienced homelessness and were temporarily housed in hotels during the COVID-19 pandemic in 2020.

General Manager of Homelessness and Client Support Services, Dee Healey says, "Wintringham provides participants with homes and support, tailored to their individual needs and circumstances. As part of this initiative, Wintringham is head-leasing over 117 private rental properties, while 124 clients will move into public housing units owned by the Victorian Government."



/ Diane H2H Support Worker, with client Peter on his moving day.

"A specialist team of staff were recruited to deliver the program, and they hit the ground running, working hard to secure properties, manage tenancies and provide clients with the right support, clinical care and therapeutic recreation services.

"The combination of housing and support will mean that participants aren't just provided with a roof over their head, they will also be given practical help to maintain their tenancies, receive health, ageing and disability services and engage with the community around them."

When the program ends, participants who are placed into Department of Housing properties will be able to stay on permanently and be linked with longer-term housing supports. For clients placed in head-leased properties, the hope is that after 18 months, they'll be offered a permanent or longer term option, potentially through Victoria's Big Housing Build.

"At Wintringham, we've always believed that having a home is the first step to getting people back on their feet and living a good life. We are so pleased to be part of this initiative that helps older people open a positive new chapter in their lives, which for many, they would never have dreamed possible," says Dee.



/ Reilly is making artwork in her new home, and submitted an entry into Wintringham's annual Art Show.



/ Peter enjoying the sun at home in Howrah, Tasmania.

# Financials

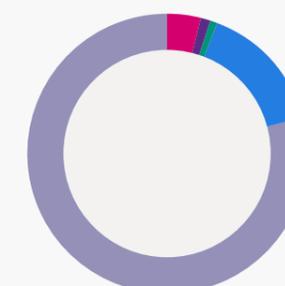
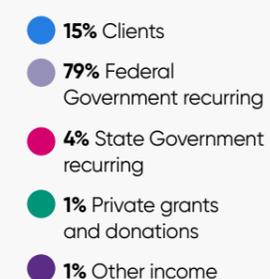
## Statement of Financial Position As at 30 June 2021

	2021	2020
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalents	21,074,045	17,680,404
Trade and other receivables	808,590	675,374
Inventories	95,270	90,890
Financial assets	6,176,049	6,129,129
Other current assets	973,836	241,746
<b>Total Current Assets</b>	<b>29,127,790</b>	<b>24,817,543</b>
<b>Non-Current Assets</b>		
Investment property	469,869	478,919
Property, plant and equipment	103,234,602	101,459,847
Right of use assets	946,653	536,520
<b>Total Non-Current Assets</b>	<b>104,651,124</b>	<b>102,475,286</b>
<b>Total Assets</b>	<b>133,778,914</b>	<b>127,292,829</b>
<b>Current Liabilities</b>		
Trade and other payables	19,897,748	14,114,037
Short term borrowings	7,150,543	9,867,734
Lease liability	459,010	145,954
Short term provisions	10,763,035	9,370,721
<b>Total Current Liabilities</b>	<b>38,270,336</b>	<b>33,498,446</b>
<b>Non-Current Liabilities</b>		
Long term borrowings	215,762	227,335
Lease liability	538,477	413,479
Long term provisions	719,631	614,983
<b>Total Non-Current Liabilities</b>	<b>1,473,871</b>	<b>1,255,797</b>
<b>Total Liabilities</b>	<b>39,744,206</b>	<b>34,754,243</b>
<b>Net Assets</b>	<b>94,034,708</b>	<b>92,538,586</b>
<b>Equity</b>		
Reserves	3,507,554	3,507,554
Accumulated funds	90,527,154	89,031,032
<b>Total Equity</b>	<b>94,034,708</b>	<b>92,538,586</b>

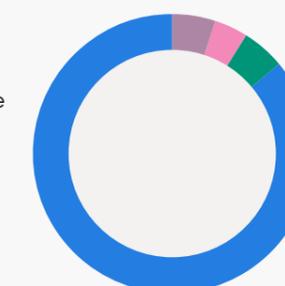
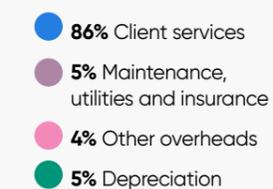
## Statement of Comprehensive Income For year ended 30 June 2021

	2021	2020
	\$	\$
Revenue from operating activities	69,293,315	60,742,410
Other revenue	953,014	1,464,475
<b>Total Revenue</b>	<b>70,246,329</b>	<b>62,206,885</b>
Employee benefits expense	53,287,984	45,124,719
Finance costs	70,792	63,040
Impairment loss	602,977	491,338
Non-staff resident and client services	9,103,164	8,458,279
Property maintenance, utilities and insurance	3,506,789	3,658,831
Administration and other expenses	2,346,508	1,746,223
<b>Total Expenses</b>	<b>68,918,214</b>	<b>59,542,430</b>
<b>Surplus before Depreciation</b>	<b>1,328,115</b>	<b>2,664,455</b>
<b>Depreciation on Property and Plant and Equipment</b>	<b>3,847,086</b>	<b>3,374,568</b>
<b>Net deficit before capital items</b>	<b>(2,518,971)</b>	<b>(710,113)</b>
Revenue from capital grants and donations - Winttingham	2,853,786	1,004,327
Revenue from capital grants and donations - Winttingham Housing	1,161,307	846,860
Income recognised on an asset transferred at nil cost	-	120,000
<b>Total Revenue from Capital Grants, Donations and Asset Transfers</b>	<b>4,015,093</b>	<b>1,971,187</b>
<b>Net Surplus for Year</b>	<b>1,496,122</b>	<b>1,261,074</b>

### Income sources (excluding capital grants)



### How we spend



# Wintringham

## 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 or beliefs. Everyone has a right to feel welcome, respected and valued.

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 Aboriginal Elders past, present and emerging.

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, 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, and you may donate through our secure portal: [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)

### Head Office

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# Wintringham



@wintringhamAU



For advice and information  
call (03) 9034 4824

Wintringham ABN 97 007 293 478

Wintringham Housing Limited ABN 84 129 707 937