



Wintringham

SPECIALIST AGED CARE



What’s on the front cover?

The cover picture is of a delighted Vivienne Briggs, resident of Wintringham’s Port Melbourne Hostel, being entertained by Elvis (aka Mark Caliguiri) at the party to celebrate 16 years since the Hostel became home to its first resident.

Elvis also got Judith Pauling into the swing of things.



A reflection

The question I most often get asked is, “Did you ever think Wintringham would expand to the size it is now?” And the answer is, “No, of course not.” But I think we always knew that if we were ever going to make a meaningful contribution to ending homelessness for the elderly we would have to keep growing.

And grow we have. Recent internal analysis has shown that we have grown on average about 22% each year over the journey since 1989 when we started. That is simply an astonishing rate to maintain. Importantly we have remained financially viable during that growth and have never deviated from our core vision of being a highly specialised social justice organisation working on providing services to the aged homeless.

That rate of growth and financial sustainability would, if it had been occurred within the commercial sector, be celebrated as a great business story. It is worth saying that Wintringham has always seen itself as a business. A business with a heart, but a business nevertheless. Having no major backer from either a parent company or major church or charitable body has sharpened our sense of our own vulnerability. The old expression that “swimming without a life jacket tends to focus the mind” has never been more applicable than to us at Wintringham.

According to Government statistics, Wintringham is by some considerable margin the largest provider to elderly homeless people in Australia. What is of more importance, however, is not the number of services provided but the unrelenting insistence of all staff at Wintringham that these services should be of the very highest standard and quality. The process of creating Wintringham communities comes with a very real sense of empowerment to both clients and users.

I was once asked by a Commonwealth Government Minister what were the signs or indicators that we used to identify success. Instinctively I replied, “When the guys complain.” For older homeless people who have been routinely marginalised by society and end up frightened and powerless, to feel that they can look a Wintringham staff member in the face and complain about something knowing that there will be no consequences which will affect their care or their ongoing housing, that is indeed a humbling experience for us all.

Whatever we might have been able to achieve has been made possible by the extraordinary loyalty to the founding vision of Wintringham by all staff both past and present. A corporate leader once advised me that I could save money by sacking our staff and using agency workers. Little did he understand that the core strength of our organisation is our staff who work long hours tirelessly championing, protecting and servicing the needs

of our clients. I am proud of all of them.

We also could not have achieved any of the results we now celebrate if not for the support of the present and past Commonwealth Governments and their senior bureaucrats in Canberra and Melbourne. For them all to accept the fundamental principle which we have argued from day one – that our people are not homeless and aged but are in fact aged and homeless and therefore entitled to aged care funding – is both gratifying and inspiring.

Not many Government departments are prepared to widen the eligibility of people entitled to access its services, but the simple social justice argument of Wintringham has been universally accepted. Importantly no Government, and particularly the current administration, has ever attempted to dodge some of the immense flow-on consequences of that decision.

Some of these negotiations have not, and currently are not, easy or simple. But they have consistently been conducted with good will and respect on both sides, and I can only express my public thanks for that.

We all need little inspirations to keep us going in our work. Today I experienced such a moment at one of our residential care facilities with a very vulnerable prematurely aged woman who would surely die on the streets without our care. She is only 50 or so and regularly goes missing, causing much worry for us all until she is found or more usually just returns on her own, often much the worse for wear. I told her that she makes Tracey (at the hostel) very worried when she goes missing and that Tracey rings me in tears not knowing what to do. Immediately she changed the topic and talked about anything that popped into her head. This roundabout conversation continued for some time until we gently asked her, “Did you hear what we said?” She looked down and then put her arm around Tracey and said, “I am not going to get you worried again.”

Bryan Lipmann AM, Chief Executive Officer

Board members

Mr Ross Cooke: President

Mr Jeff Gole: Vice-president

Dr Sue Rosenhain

Ms Netty Horton

Mr David Coombes

Mr Mark Stewart

Mr Howard Ronaldson

Ms Emily Grant

Associate Professor Elizabeth Ozanne

Ms Corrinne Armour

Mr Bryan Lipmann AM

After nine years of dedicated service, Dr Sue Rosenhain will retire from the Boards of Wintringham and Wintringham Housing at the 2012 Annual General Meeting. Her solid contribution to the organisations’ well-being and strategic focus is gratefully acknowledged.



Number 500

Wintringham today employs over 500 people and Dave Tilson came all the way from the Isle of Dogs in London just to become Mr 500!

And who better to interview Dave than Bryan, our first employee? After a coffee and chat, Bryan filed this report:

Dave works at our Geelong centre in the newly created Homelessness Innovation Project that the State Government has funded to work in the Barwon and Central Victoria regions.

By all accounts the Isle of Dogs was a pretty tough place to grow up in. Dave had his fair share of dramas but emerged as a man determined to make a difference. When he first started working in Australia, Dave was surprised to find that the old concepts of a ‘deserving/ non-deserving’ poor seemed to still exist. Hence his enthusiasm for working with Wintringham, where he finds a simple social justice philosophy that doesn’t discriminate.

“And I really enjoy having the flexibility to be creative – I haven’t seen that flexibility in other organisations.”

And the really good news? Australia has, according to Dave, now got a fair dinkum Aussie in his 18 year old son!



Man about town

Chris lives in one of the Wintringham-managed city apartments and is assisted in maintaining his independence at home by a Commonwealth-funded Aged Care Package. To the delight of everyone at Wintringham, Chris has embraced with enthusiasm each new opportunity presented to him.

Having expressed his love of the sea, excursions to The Spirit of Tasmania, Albert Park Lake, and the Brighton Sea Baths were organised to include him.

Remarkably, Chris has also taken to new technology. He was thrilled when we loaned him an iPad to pursue his fancies. Adaptable as he’s been, there was one thing we thought he’d never do. More fool us.

Chris boldly announced that, once every six years, whether he needs it or not, he pays a visit to his favourite barber and gets his beard shaved!



Steve now!

“Instead of just existing, now I am living.” Some people exaggerate what they’ve endured to get to where they are. But that can never be said of Stephen Russell. His is a sobering story.

A man of many trades, Steve had worked as an auto electrician with General Motors, owned his own plastering business and at one stage had a private pilot’s license. He enjoyed the thrills and spills of motorbike racing. Life was good.

After a relationship breakdown, Steve hit rock bottom and became homeless. “My heart was broken,” he says. He drifted and struggled on his own, sleeping rough for periods. Alarmingly, his health failed and he suffered a series of strokes, ending up relying on a wheelchair for mobility. Amazingly, before his last move, he lived in a caravan; an unimaginably difficult arrangement with a wheelchair.

He was elated to be able to move into one of Wintringham Housing’s Benalla units where universal design ensures his chair is not an issue. Having his own home means Steve can focus on more rehabilitation and returning to some of his passions, such as cooking. Once again, he feels he has a future worth embracing.



Fully Advanced

In a wonderfully generous program, Greyhound Racing Victoria and the TAB have jointly sponsored the Great Chase. Wintringham, and other community groups, were each assigned a greyhound. We got Fully Advanced and, after a series of heats in late 2011, he won the heart-stopping final, cheering on by a crowd of us who had been invited to a splendid corporate function at the Meadows.

With that outstanding effort, Fully Advanced won \$5,000 for our community programs. But there’s been more. From every race that he’s won since then, we’ve earned 10% – up to another \$10,000! This will be presented to us at another ceremony at the Meadows on 28 November this year.

It has been fabulous to win the money but, even if we’d not got a cent, everyone involved has had squillions of dollars worth of fun. Earlier this year, we invited Fully Advanced and his trainer Ron McCullagh over to cut a ribbon on a new BBQ, purchased with our winnings. Fully Advanced stole the show and was presented with a bone tied up in ribbon. Proud residents may also have slipped him a few BBQ sausages!

Molly James is pictured with our champion, Fully Advanced.



The Delahey way

They are an enterprising mob out at Delahey where Wintringham manages 124 independent living units. In late 2011, a group of residents got together and decided that an Op Shop would be an excellent addition to the site. With assistance from Nicole Lock, Delahey’s Recreation Co-ordinator, they formed an Op Shop Committee.

The Delahey Op Shop first opened for trade in February 2012, voluntarily staffed by the gracious committee members. These include Roy (pictured), Raelene (pictured), Carmel, Joyce, Gayle, Susie, Lorraine and Mariella.

Currently the Op Shop is opened two days a week for both sales and donations. Every so often a ‘Super Sale’ is announced – nothing over 50 cents. The community room gets turned into a giant shop, with sausage sizzles and morning teas being served. People from other Wintringham sites attend and great times are had by all.

Since its opening the Op Shop has raised over \$1,000. All monies go towards the purchasing of equipment for the Community Room or supplies for resident-focused activities.



Pictured are great examples of re-developed and newly built Miller housing in Euroa and Benalla.



HOUSING INNOVATIONS

Both Wintringham Housing and parent company Wintringham have always argued that, in order to provide permanent exits to homelessness, housing must be linked to appropriate levels of support. Where people have experienced sometimes multiple layers of disadvantage, it is usually found that their needs are complex. It has been our repeated experience that whatever the cost and effort needed to put in place appropriate health, community, recreational, financial and other forms of support, these are more than repaid through the underwriting of successful long-term tenancies.

It has therefore been a source of pride and satisfaction for us that the move into Regional Victoria by our housing arm, Wintringham Housing, is now coupled with a suite of Regional support options provided by Wintringham. The following two reports illustrate how this marriage came to pass.

Housing development and tenancy

What an exciting and truly amazing few of years it has been at Wintringham Housing! All the fruits of our labour are paying off. Here follows an overview of where Wintringham Housing has come from in 2009 to where we proudly stand today.

In 2008, Michael Deschepper was appointed CFO of Wintringham and set to work with Ms Elizabeth Dique on developing capital works proposals in response to the Federal Government's National Building Economic Stimulus Plan. The fabulous proposals were successful with Wintringham being granted over \$34,000,000 in funding from both the State and Federal Governments. Leverage for these projects was provided through the land contribution of philanthropic partner, the Trustees of the Alexander Miller Estate.

The partnership with the Trustees of the Alexander Miller Estate was eight years in the making. The tireless efforts of our CEO, Bryan Lipmann, secured the partnership in 2009. By way of history, Alexander Miller had been a Geelong-based philanthropist whose legacy was to build homes for elderly people of limited means in towns throughout the western half of Victoria. Wintringham Housing joined the Trustees in rebuilding and renovating units in towns including Geelong, Shepparton, Ballarat, Benalla, Maryborough, St Arnaud, Euroa and Castlemaine. The partnership has been mutually beneficial and most importantly beneficial for the communities and the residents who now live in beautiful purpose-built homes.

Elizabeth Perez was appointed Wintringham Housing's General Manager and, together with a dynamic team of tenancy staff, the sites were magnificently redeveloped and the existing Miller tenants were supported through the difficult transition period until their new homes were ready.

This year another two of the Miller sites have been officially opened.



Many a happy
pair call
Wintringham home



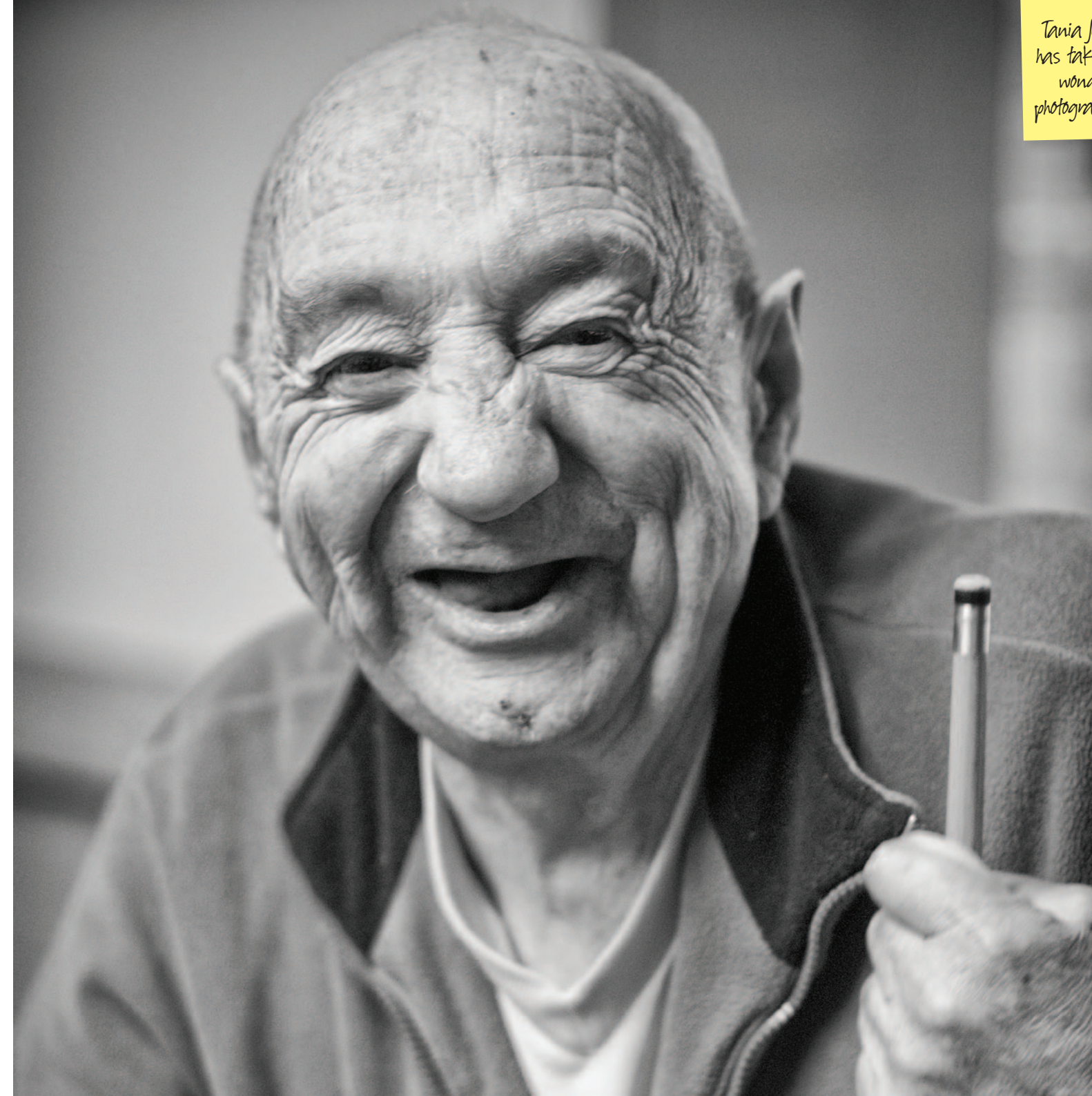
FROM TOP:

Brothers Steven and Robert Kiddle

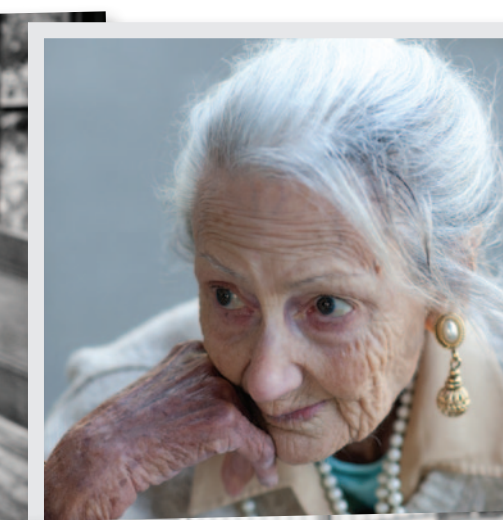
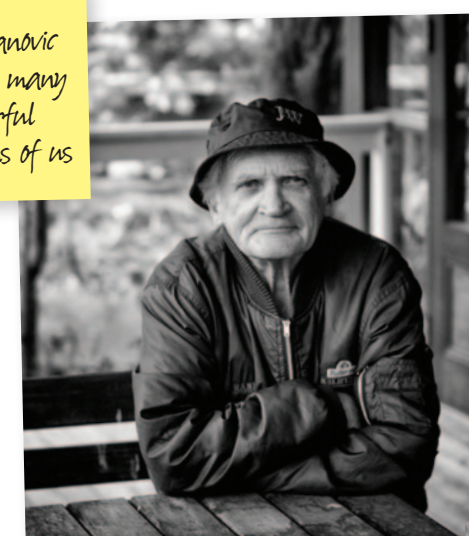
Brothers Charlie and Reg Manning

Companions Shirley and Albert (RIP)

Brothers Ron and Geoff Wolter



Tania Jovanovic
has taken many
wonderful
photographs of us



Dorothy Lipmann
has gloriously
painted many of us



Peter and Lou
are delighted to
pose in front of
their portraits



On 27 September 2012, the Victorian Minister for Housing, the Hon. Wendy Lovell, presided at lovely ceremonies in Euroa and Benalla where residents and officials mingled happily over tea and cake.

We look forward to more excitement in 2013 with the official openings of the remaining redeveloped sites.

Housing Support

In conjunction with the growth of Wintringham Housing and the development of the Alexander Miller Memorial Homes, Wintringham has been delighted to expand our Outreach, Housing Support and Community Aged Care Packages to many areas of regional Victoria.

From humble beginnings, with one staff member – intrepid Tanya Atkinson, Wintringham's Regional Community Housing and Support Manager – traversing all ten housing locations (only two years ago) our regional support team has grown to include seven full time and three part time staff. We have filled the offices in Highton and Shepparton, and have opened a new office in Maryborough to accommodate everyone!

Wintringham was one of eleven organisations selected by the Department of Human Services to trial our own model of care, aiming to reduce and prevent homelessness. Working closely with Wintringham Housing and our Community Aged Care programs, our model combines outreach to those who are at risk, or sleeping rough, in conjunction with long-term housing support. With this model, our housing support has been expanded to provide case management not only to clients living in our own housing, but those living in other Community Housing properties, Office of Housing, private rentals and caravan parks, to name a few.

It has been a huge effort for all our staff to get these programs up and running successfully, and to build and cement relationships with various services all over the state. But it is great to be in the bush! It is exciting to see Wintringham's reach extending to the elderly disadvantaged in small towns and large regional centres all over Victoria.

Overview

Wintringham's move into housing and support in Regional Victoria has been a resounding success. We are proud of the accommodation and support we are now able to offer there.

Bryan Lipmann AM, Hon. Wendy Lovell, Marilyn Mitchell, Euroa resident and Ross Scholes-Robertson, Chairman of the Alexander Miller Trustees





Prisoners of age

About two years ago, recognising that older prisoners have increased in numbers by 84 per cent across Australian prisons in the past decade (ABS 2010b, 2000), Wintringham approached Corrections Victoria to explore the care arrangements in place for this older cohort. The clear trend towards increased numbers of older prisoners and the growth of this inmate group is paralleled in prisons in the United States and Europe. Like us, Corrections Victoria recognised the issues implicit in this statistic – namely, how to sensibly and effectively provide for the aged care needs of a growing proportion of the prison population. In order to look further at this particular issue the Department of Justice has established a working party. Wintringham is part of this group.

Our alliance with the Department of Justice Victoria is providing an opportunity to discuss concerns pertaining to the management of older prisoners and influence further improvements to the care of this group. Whilst the evidence indicates that Victorian prisons have an ageing population, there is little evidence as yet of a coordinated approach to managing the aged related issues of prisoners in a contemporary manner. The current situation in Victoria finds older prisoners with increasing fragility caused by age being admitted to the maximum security Port Philip hospital.

There are few other places in the world as instructive on key issues affecting older prisoners as the United States of America. In 1981, there were 8,853 state and federal prisoners aged 55 and older. Today, that number stands at 124,900, and experts project that by 2030 this number will be over 400,000, amounting to over one-third of prisoners in the United States. In other words, the elderly prison population is expected to increase by 4,400% over this fifty-year time span (At America's Expense: The Mass Incarceration of the Elderly, American Civil Liberties Union, June 2012).

To progress Wintringham's expertise in this space, a philanthropic trust has generously funded me for a six week study tour of the American institutions known to specialise in the accommodation and care of older prisoners.

Each of the programs reviewed so far has been influenced by a hospital model, not an aged care model. Wintringham is well placed to be the first aged care organisation in the world to formally establish a working relationship with a corrections authority and influence care and support for older prisoners from an aged care perspective rather than an acute health perspective.

A full report will be available later this year. We hope Wintringham will be able to help re-shape this area using our defining values: Options, Dignity, Rights.

Phillip Goulding, Deputy General Manager of Operations

In addition to the exhaustive prison tours, Phill also got to meet some locals.



Wintringham and Wallara: Year one partnership review

Wintringham's CEO, Bryan Lipmann, and Wallara CEO, Phil Hayes-Brown, were asked to reflect on the now completed first year of their partnership providing co-located services for elderly disadvantaged people and disabled adults at the Eunice Seddon facility in Dandenong.

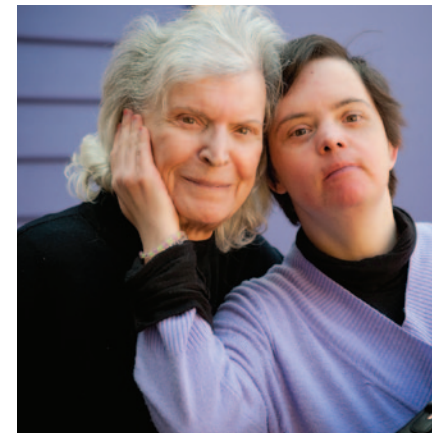
It is this ground-breaking partnership which has allowed Nicolina and the daughter she has cared for since birth, Anna Marie (pictured), to continue to live together while each receives the care and assistance they need. Their separation would have been both heartbreaking and unjust, yet it is a fate that awaits all too many parents whose advancing frailty means they can no longer care for their disabled adult son or daughter.

Bryan says that, "There are so few examples in our working life when a concept is realised exactly as it was envisaged. The Wintringham/Wallara partnership is just that. It is a tremendously exciting development but it is also a demonstration that if enough thought is gone into an idea and there is enough good will from all the partners, truly remarkable things can happen."

He added that, "Wintringham could not have chosen a better partner than Wallara ably led by Phil Hayes-Brown and Alan Witham."

Phil Hayes-Brown has found the alliance similarly rewarding. "Our partnership with Wintringham was driven by a vision to build new pathways for the interface between disability and aged care. It has been incredibly humbling and rewarding to see these pathways successfully realised and our partnership with Wintringham is one of our most valuable assets."

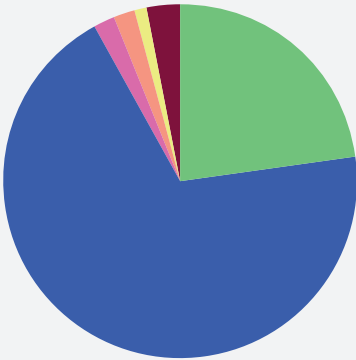
"It's fantastic to be partners with an organisation that sets such a high standard for their service."



Mother and daughter are able to continue their loving relationship.

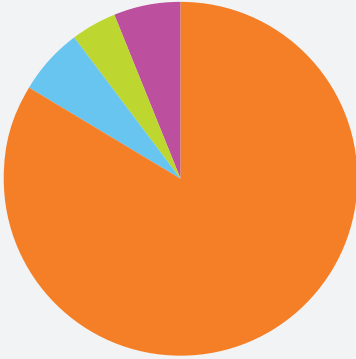


Where does our income come from?



- Clients
- Federal Government
- State Government
- Other income
- Investment earnings
- Private grants and donations

How do we spend it?



- Client services
- Maintenance, utilities and insurance
- Other overheads
- Depreciation

Financial statements

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2012

Revenue from operating activities	27,862,329	21,736,497
Other revenue	771,412	1,072,851
Total revenue	28,633,741	22,809,348
Employee benefits expense	21,303,967	17,759,663
Finance costs	114,926	95,505
Resident and client services	3,077,464	2,494,167
Property maintenance, utilities and insurance	2,148,307	1,531,982
Administration and other expenses	1,194,469	969,362
Total expenses	27,839,133	22,850,679

Surplus/(deficit) before depreciation

Depreciation on property and plant and equipment	1,834,684	1,140,172
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Deficit before capital items

Revenue from capital grants and donations	1,517,500	0
Wintringham	4,381,142	13,034,000
Wintringham Housing		

Net surplus for year

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2012

Cashflows from operating activities

Cash receipts in the course of operations	28,680,504	22,385,877
Interest received	217,703	553,818
Cash payments in the course of operations	(27,753,536)	(22,287,555)
Borrowing costs	(114,926)	(95,505)
Net cash provided by operating activities	1,029,745	556,635

Cashflows from investing activities

Proceeds from sale of non-current assets	34,859	78,072
Payments for property, plant and equipment	(8,478,104)	(26,404,336)
Net cash used in investing activities	(8,443,245)	(26,326,264)

Cashflows from financing activities

Proceeds from borrowings	420,000	300,000
Repayment of borrowings	(200,479)	(129,205)
Proceeds from capital grants and donations	5,596,642	13,034,000
Net receipt of accommodation bonds	538,158	1,146,643
Net cash provided by financing activities	6,354,321	14,351,438

Net (decrease) in cash held	(1,059,179)	(11,418,191)
Cash at the beginning of the financial year	6,096,920	17,515,111

Cash at the end of the financial year

	2012 \$	2011 \$
Revenue from operating activities	27,862,329	21,736,497
Other revenue	771,412	1,072,851
Total revenue	28,633,741	22,809,348
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Finance costs	114,926	95,505
Resident and client services	3,077,464	2,494,167
Property maintenance, utilities and insurance	2,148,307	1,531,982
Administration and other expenses	1,194,469	969,362
Total expenses	27,839,133	22,850,679
Surplus/(deficit) before depreciation	794,608	(41,331)
Depreciation on property and plant and equipment	1,834,684	1,140,172
Deficit before capital items	(1,040,076)	(1,181,503)

Revenue from capital grants and donations	1,517,500	0
Wintringham	4,381,142	13,034,000
Wintringham Housing		

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STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2012

Current assets

Cash and cash equivalents	5,038,896	6,154,719
Trade and other receivables	1,761,166	1,924,522
Inventories	60,015	48,847
Other current assets	131,705	133,003
Total current assets	6,991,782	8,261,091

Non-current assets

Investment property	551,240	250,753
Property, plant and equipment	70,841,560	63,923,451
Total non-current assets	71,392,800	64,174,204

Total non-current assets

Total assets

Current liabilities

Trade and other payables	5,274,798	4,887,686
Short-term borrowings	6,487,310	6,504,637
Short-term provisions	1,121,300	975,181
Total current liabilities	12,883,408	12,367,504

Total current liabilities

Non-current liabilities

Long-term borrowings	1,629,476	1,150,698
Long-term provisions	371,746	275,707
Total non-current liabilities	2,001,222	1,426,405

Total non-current liabilities

Total liabilities

Net assets

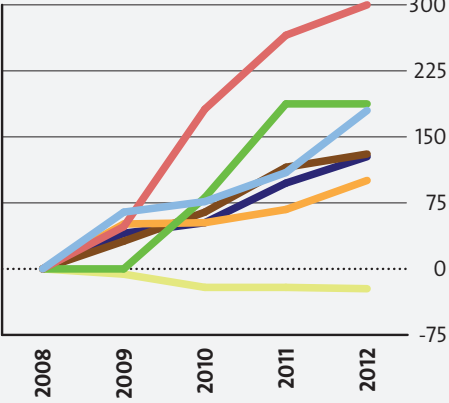
Equity

Reserves	3,507,554	6,718,624
Accumulated funds	59,992,398	51,922,762
Total equity	63,499,952	58,641,386

Total equity

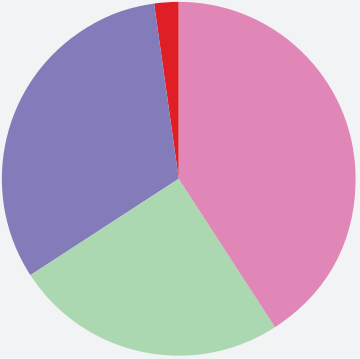
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Investment property	551,240	250,753
Property, plant and equipment	70,841,560	63,923,451
Total non-current assets	71,392,800	64,174,204
Total assets	78,384,582	72,435,295
Trade and other payables	5,274,798	4,887,686
Short-term borrowings	6,487,310	6,504,637
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Reserves	3,507,554	6,718,624
Accumulated funds	59,992,398	51,922,762
Total equity	63,499,952	58,641,386

Four-year trend



- Revenue
- Assets
- Clients in residential care and housing
- Clients in community care
- Total clients
- Total employees
- Administration cost as % of turnover

Business segments



- Residential Care
- Community Aged Care
- Housing and Outreach Services
- Support Services

Wintringham numbers:

CLIENTS	
With no assets upon admission	
2005	22%
2012	56%
With less than \$10K upon admission	
2012	83%
Average stay (years)	
Community Care	1.67
Residential Care	2.07
Housing	5.88
Types of pension	
Aged	67%
Disability Support	28%
DVA	5%
STAFF	
Total staff	503
Full time staff	83
Part time staff	333
Casual staff	87
Average age of staff	44
Male staff	20%
Female staff	80%

Wintringham

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What does Wintringham do?

Wintringham is a not-for-profit welfare company founded 23 years ago. Our mission is to provide dignified, affordable, high quality care and accommodation to frail, elderly men and women who are homeless or at risk of homelessness. We assertively advocate for our client group to State and Federal Government, as well as in aged care, homelessness, housing and other forums.

The company’s revolutionary approach to aged care, its forward thinking and its motivating philosophy of ‘Options, Dignity, Rights’ have made it an international benchmark for action on elderly homelessness.

Our services include:

RESIDENTIAL AGED CARE

236 beds (156 low care; 80 high care; 5 facilities – McLean Lodge in Flemington, Port Melbourne Hostel, Williamstown Hostel, Ron Conn Nursing Home in Avondale Heights and the Eunice Seddon Home in Dandenong)

COMMUNITY CARE

536 packages (combination of Community Aged Care Package, CACP; Extended Aged Care at Home – Dementia, EACHD; Extended Aged Care at Home, EACH; and Consumer Directed Care, CDC; managed from 6 offices – Seddon, Ascot Vale, Moorabbin, Keysborough, Geelong and Shepparton)

HOUSING SUPPORT AND OUTREACH

Assertive outreach and support through programs including the Homelessness Innovations Action Project, Housing Support for the Aged (HSA), Older Persons’ Outreach Program (OPOP), Housing Establishment Fund (HEF), Assistance with Care and Housing for the Aged (ACHA)

HOUSING

452 predominantly one-bedroom units:

Jack Gash Housing in Avondale Heights (18); Atkins Terrace in Kensington (20); 2 Rooming Houses in Flemington (9); Lionsville in Williamstown (60); Delahey Housing (124); East Bentleigh Housing (20); Ebsworth House in CBD (24); Guildford Lane in CBD (16); Alexander Miller Memorial Homes in Shepparton (36), Highton (34), Manifold Heights (14), Ballarat (14), Euroa (8), St Arnaud (11), Maryborough (12), Belmont (12), Castlemaine (10) and Benalla (10)

SUPPORT SERVICES

Research division; Clinical Care; Recreation team providing services for 17 programs; Maintenance; Finance; IT; Human Resources and OH&S teams.