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WYNDARRA CENTRE INC. COMMITTEE OF GOVERNANCE

		COMMENCED	ELECTED	ATTENDANCE	TERM ENDS
CHAIR	MICHAEL BUCKBY	Oct-21	2023	7	2025
VICE CHAIR	ROSEMARY MURPHY	Feb-20	2022	7	2024
	ROSS HINE	Sep-07		2	
TREASURER / PUBLIC OFFICER	SHANE FLINT	Apr-17	2023	7	
SECRETARY	CASEY SPINKS	Jun-21	2023	9	2025
	MARILYN GREY	Jan-17	2023	4	
	SONIA OLLINGTON	Apr-13	2023	7	2025
	LINDSAY BLAKE	Oct-22	2022	3	
	LISA MINAMI	Nov-22	2022	8	2024
	DAVID WYATT	Nov-23	2023	4	2025

TOTAL MEETINGS 9

STAFF MEMBERS

<p>KRISTA MILLS REBECCA ANDERSON MICHAEL BESWICK ELIZABETH BILLET TAMMY EDWARDS REBECCA EVANS STEPHANIE JOHNSON CYNTHIA MCADAM MARGARET ODGERS JENNY POKE BRYLEE SMITH BELINDA WILLIE ALANA JAGO ALI NADEEM DENISE QUINN</p>	<p>MUHAMMAD ABBAS FARRUKH ALI ELI ARNOLD GRACE BRAMICH RHIANNON BRANDSEN SAMANTHA COLLINS SUMMAH CRUSE TEIGAN EMMETT MEGAN EVANS HANNAH GOULTER JETT GREY VIRGINIA GREY PATSY HITE MICHELLE HOUSE RODNEY HOUSE ISRAR ALI JAYDEN RICHARDSON MATILDA KENNEALLY</p>	<p>SHAHAB IDREES JESS INGRAM IMERINE LYAKURWA ALLISON MULLINS RENEE O'HALLORAN ROSEMARY ONUMAEGBU PAIGE QUILLIAM APRIL ROBERTS NATALIE ROBERTSON MONICA STOKES TRUDY STONE CAROLINE TUFNELL SCOTT TUFNELL LAURA WALTERS QUINN WALTERS IMOGEN WIGG EILEEN BLIZZARD LYNETTE MARTHICK ELAINE STOKES JENNIFER DIXON</p>
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Michael revealed that Ross Hine had announced his retirement from the C of G. Ross thanked all for their support and wished Wyndarra all the best going forward.

9. AUDITOR:

Brylee Smith moved that Synectic Audit and Assurance Pty Ltd be appointed Auditors.

Seconded Tammy Edwards.

CARRIED.

10. SUBSCRIPTIONS:

Moved Michael Beswick that the Subscriptions remain at the same price as previous year.

Seconded Marilyn Grey

CARRIED.

MEETING CLOSED AT 6.02pm.

WYNDARRA CENTRE INC.

Chair report 2024

On behalf of the Committee of Governance (COG) for Wyndarra Inc. I would like to welcome each and every one of you to the 2024 Annual General Meeting.

The past 12 months has been seen a consolidation of the General Manager's role within the structure of the organisation. Krista Mills commenced in July 2023 and for the past 15 months has led the team through many challenges, not least the recent NDIS audit which Wyndarra passed with flying colours.

On behalf of the COG I thank Krista for her professionalism, patience and her leadership of the entire Wyndarra team.

Although Krista is the General Manager, the COG is fully aware of the professionalism in the workplace of our entire team.

Whether full time coordinators, administrative support, client carers or casual support staff, thank you so much for all that you do for our community.

The Committee of Governance saw Marilyn Grey, Shane Flint and Lindsey Blake resign over the past 12 months and welcomed David Wyatt to the team.

Thankyou Marilyn, Shane and Lindsey for your service and I look forward to working with David over the next 12 months.

The COG constantly reviews the standing of Wyndarra within the community, both financially and socially, responding to community needs. In light of this, as you would all be aware, the Specialised Disability Accommodation has just started construction in Goldie Street. This development, once finished, will assist those in our community, who have special care needs, remain in and be cared in their familiar surroundings.

There will be considerable headwinds for Wyndarra to navigate in the near future especially with the reforms announced by the Federal Government in the NDIS sector.

The COG is confident however that with a continuing focus on providing quality care for those who may not have a voice in our community that Wyndarra will be the organisation that the Circular Head community turns to in time of need.

Michael Buckby - Chairperson

WYNDARRA CENTRE INC.

General Managers report 2024

Executive Summary

The year has seen a period of significant growth and development for Wyndarra, with the appointment of a General Manager and a move away from a flat structure. We have focused on improving services, enhancing team cohesion, ensuring ongoing compliance and setting strategic direction through completion of a new Strategic plan. Our efforts have been well received by the community and we have made substantial progress in various areas, including financial performance, operational achievements and program-specific developments.

Budgeting and Financial Management: We have successfully managed our budget, addressing larger costs such as project management for the Specialist disability project and insurance adjustments. Regular audits and financial reviews have ensured transparency and accountability. Wyndarra remains well positioned to move forward and continue to respond to community need.

Grant Opportunities: We have actively pursued grant opportunities to support our programs and projects, including the SDA project and other community initiatives. We have been successful with a small local council grant to implement a tv monitor in reception to share up to date information and resources, in a more visual way.

Operational Highlights and achievements:

Team Cohesion and Professionalism: The introduction of uniforms and car logos has enhanced team cohesion and professionalism, with positive feedback from the community supporting this change. Regular team meetings and performance reviews have facilitated open communication and continuous improvement.

Policy and Guidelines: The policies and guidelines have all been reviewed and restructured internally to align with current practices as well as compliance. The reformatting and storage of these guiding documents has not only made them simple to navigate, but has increased accessibility now being electronic.

Community Engagement and outreach: The opening of the refurbished church was a significant event, providing an opportunity for networking and promoting our services. The event was well-received by the community and showcased our commitment to supporting local needs. We have increased our social media presence, firstly through a new web page and reinvigorating our face book page. We have also been sharing more updates with our local newspaper and attending community events.

Wyndarra Support Services: Being the largest local provider of NDIS supports, Wyndarra prides itself on listening and responding to needs of our community. This becomes evident through the planning and soon to be constructed specialist disability accommodation units. This year has seen long awaited commencement of the project and community support is evident in making this become a reality. The WSS program has seen a year of positive changes and improvement including, successfully being audited against the NDIS practice standards and recertification awarded.

Wyndarra facilitates and accommodates a range of services to the community, with the outcome of

maximising access options, establishing the conditions for individuals and groups to empower and resource themselves adequately, and with dignity and respect.

Wyndarra guarantees a professional, dynamic and excellent standard of direct service delivery to the Circular Head community, maximising the potential of individuals, their rights and aspirations, enhancing quality of life, allowing for healing and the challenges of change within a safe and supportive environment.

I am grateful for the contributions of our team and the support of our community. I look forward to continuing our work and achieving further success in the coming year.

Krista Mills – General Manager

WYNDARRA CENTRE INC.
Home and Community Care Program
Annual Report 2024

The Tasmanian Home & Community Care (HACC) Program, funded by the Tasmanian Government, provides vital community services and support to individuals under 65 years of age, including Aboriginal and Torres Strait Islander people aged 50 years and under. This initiative enables clients to maintain their independence at home, especially when their well-being is compromised by health issues or when they do not qualify for the NDIS. In addition to direct support for clients, the HACC Program offers essential assistance to carers through counselling, advocacy, and respite services.

Our dedicated staff, alongside trained volunteers, strive to enhance the quality of life for those with diverse abilities, empowering them to exercise choice, gain independence, and build confidence.

Services provided by Wyndarra for Younger People with Disabilities include:

- Assessment of Needs
- Case Management
- Client Care Coordination
- Home Maintenance
- Transport
- Social Support
- Domestic Assistance
- Personal Care
- Counselling, Advocacy, Support and Information for Clients
- Counselling, Advocacy, Support and Information for Carers
- Respite

In the past financial year, several HACC recipients successfully transitioned to the National Disability Insurance Scheme (NDIS). These individuals now receive tailored support through Wyndarra Support Services or other NDIS providers, aligned with their individual plans.

The demand for transport services within the HACC Program continues to rise. We provide essential transportation for medical appointments, hospital admissions, and social support activities, ensuring clients receive the care they need during critical times.

Wyndarra is committed to delivering services that exceed the expectations of our funding body, reflecting the increasing needs of our community. Within the last reporting period we collaborated with the funding body to adjust our outputs to better represent the evolving demands we encounter, ensuring our services remain relevant and effective.

Our service delivery relies heavily on the dedication of our volunteers, who consistently step in to meet client needs, often at short notice. We continue to advocate for the recognition of volunteers and their significant contributions to government-funded programs.

The monthly HACC Service Provider Forums serve as a vital platform for communication and collaboration. Attendance by government representatives allows Wyndarra to stay informed about changes, raise questions, and engage with other HACC organisations, fostering a collaborative community approach.

We extend our heartfelt gratitude to our invaluable team of volunteers whose support is instrumental in delivering our services. Thank you for your continued dedication.

Elizabeth Billett, Michael Beswick & Tammy Edwards - Coordinators

WYNDARRA CENTRE INC.

Commonwealth Home Support Programme Annual Report 2024

The Commonwealth Home Support Programme (CHSP), funded by the Commonwealth Government, provides essential support to frail aged clients over 65, Aboriginal and Torres Strait Islander individuals over 50, and those prematurely aged (45 for Aboriginal and Torres Strait Islanders) on low incomes experiencing housing insecurity, homelessness, or living in unsanitary conditions.

CHSP serves as an entry-level government-subsidized aged care program, helping older individuals maintain their independence and safety at home and in their communities with additional support. It also offers respite services for carers, allowing them necessary breaks.

Wyndarra is funded to deliver a range of CHSP services, including:

- Home Maintenance
- Transport
- Social Support
- Domestic Assistance
- Personal Care
- Specialized Support Services
- Respite

As demand for medical and specialist appointments in Burnie, Launceston, and Hobart continues to rise with transport services often exceeding our funding agreement requirements. Many clients can no longer drive and may lack support for these trips. The demand for same-day transport, particularly for patients being discharged from hospitals has also continued, which puts pressure on Wyndarra as an organisation to meet this expectation. We are incredibly grateful for our volunteers, who frequently step up on short notice to assist clients.

Over the past year, referrals through the My Aged Care Portal have been inconsistent, with a noticeable increase in referrals being withdrawn after the initial contact. However, we have welcomed new clients to Wyndarra and have assisted them in navigating the process. Frustration continues for clients and service providers alike for services that are undeliverable due to not having scope to provide, lack of finance to provide, staff shortages or lengthy waiting lists to provide services.

Many clients require services such as spring cleaning, gutter cleaning, window washing, gardening, tree and shrub maintenance, and heavier home repairs—services that are outside our scope to provide. As an organisation that relies heavily on volunteers, offering these services often requires specific qualifications or adherence to Work Health and Safety regulations. Unfortunately, this limits our ability to meet all client needs. We continue to explore ways to enhance our service.

Clients must undergo reassessments by the Regional Assessment Services (RAS) when their circumstances change, and many have voiced frustrations about the delays in accessing this process as it often is required at a time when clients are facing an urgent situation or crisis.

In recent years, the Commonwealth Government has implemented significant changes within the Aged Care System, including the transition to Support at Home and the pending introduction of a new Aged Care Act. These changes have created uncertainty for Commonwealth Home Support Programme (CHSP) providers, leaving many unanswered questions about the future of CHSP services.

As service providers, we dedicate many hours attending webinars and meetings to stay informed about the mandatory and upcoming requirements of the CHSP program. This ongoing education is essential for ensuring compliance and adapting to the evolving nature of Aged Care which detracts financially from the allocated funding we are given to provide this service.

As a result of some of these upcoming requirements, some providers have already chosen to not continue offering CHSP services. However, one certainty is that funding for those who continue to provide support through the CHSP has been extended until June 30, 2027. This extension offers some stability during the changes.

Volunteers are essential to Wyndarra's ability to deliver CHSP services effectively. Their support allows us to meet the needs of our clients, as federal funding alone is insufficient to provide a service based on paid staff alone. We are dedicated to advocating for the recognition of the invaluable contributions that volunteers make to government-funded programs, emphasizing their critical role in our community's well-being.

Michael Beswick, Tammy Edwards & Elizabeth Billett - Coordinators.

WYNDARRA CENTRE INC.
Volunteer Information & Coordination
Annual Report 2024

Thank you to the dedicated team of Volunteers who continue to volunteer their time to support those in the Circular Head Community.

Services where Volunteers have been active in 2023 include:

In Home Social Support	Lawn Mowing	Driving
Assistance during appointments	Mentoring	Tax Help
Committee of Governance	Social Support	WSS
In home Respite	Social Outings	Shopping
Christmas Hampers	Literacy	Computer Skilling

State of Volunteering Report 2023 by Volunteer Tasmania.

This report revealed some interesting information regarding the state of Volunteering in Tasmania for 2023.

- Volunteering is the largest industry in Tasmania
- Replacement cost of Volunteers to the Tasmanian economy - \$3.6 Billion.
- 70% or 332 100 people volunteered formally or informally in Tasmania.

The definition of Volunteering is time willingly given for the common good and without financial gain. The report shows that Volunteering does indeed have a cost associated to it for both the Volunteer and the Organisation.

Cost to Volunteer for an individual is \$11.88 per hour

Cost to an organisation for Volunteers is \$190.85 per month per Volunteer.

These costs include reimbursements, Working with Vulnerable People and Police Checks.

The continuing rising costs and increase in mandatory requirements associated with volunteering, retirement and change of life style have continued to be some of the reasons given for not Volunteering or reducing the hours of Volunteer involvement.

Volunteer Induction

This year, 9 staff and community members participated in the Volunteer Training.

It became clear in 2023 that the existing training model and its content were outdated and no longer relevant. Additionally, the lengthy training sessions were a barrier for potential volunteers.

In March 2024, a new training model was implemented, featuring a condensed one-day induction. This format retains essential information and training, ensuring that volunteers can safely assist in the community while meeting the necessary requirements. The updated approach also enables Wyndarra to efficiently communicate current mandatory requirements from various government funding bodies.

Events and Celebrations

Wyndarra's Volunteer Christmas Dinner was held at the Duck River Pavilion in December 2023. This event, despite lower attendance, was a festive occasion featuring a traditional Christmas meal and carol singing led by volunteers and staff. The dinner served as an opportunity to thank our volunteers, honour those retiring, and present certificates to those who completed training or reached significant milestones in their service.

National Volunteer Week BBQ: despite unpredictable weather, the BBQ in May 2024 was a success. It featured a sausage sizzle, salads, and a celebration cake, bringing together current and past volunteers, as well as newcomers.

We wish to acknowledge the Circular Head Council for its financial contribution for National Volunteer Week. This contribution underscores the importance of volunteers and their impact on the Circular Head Community.

The number of transport and social support to medical appointments continues to grow. The distance and lack of public transport contributes greatly to this factor.

It would be impossible for Wyndarra to provide the number of transport and assistance to medical appointment without the assistance of Volunteers.

Volunteer Thank you

To all our volunteers: your time, commitment, and contributions are invaluable. Wyndarra Centre could not deliver its essential services without your support. Your dedication makes a profound difference in the lives of those you assist.

"Volunteers are vital and make a huge contribution and difference to those they assist in the community. Thank you."

State of Volunteering Report 2023 can be found on Volunteer Tasmania website.

<https://volunteeringtas.org.au/wp-content/uploads/2024/06/State-of-Volunteering-Report-Key-Findings-Final.pdf>

Elizabeth Billett, Margaret Odgers & Rebecca Evans – Coordinators

WYNDARRA CENTRE INC.

Wyndarra Housing Outreach, Housing Connect, Front Door & Specialist Supports

Annual Report 2024

The Wyndarra Centre offers a single point of access for Circular Head accommodation and housing issues; the service offers advice and assistance, undertakes housing assessments, helps with social housing applications, provides homelessness support and offers limited brokered accommodation in Circular Head. The service itself is not funded to provide onsite immediate emergency accommodation. Funding is granted to Wyndarra Housing Outreach through Homes Tasmania. Homes Tasmania is a government agency established under the Homes Tasmania Act 2022 as Tasmania's housing and homelessness systems manager.

Wyndarra's Housing Outreach is funded to provide two corresponding services. A Front Door (Type1) service, which offers; assistance and tenancy information to the public, community and Aboriginal housing applications, social housing assessments and applications, needs assessment with advice and referral and the management of case and service plans. This service is primarily available through Wyndarra's On Call program with eligible applicants given follow up appointments. All On Call workers have Housing Connect capability; they offer social and community housing information, assessment of eligibility and applications for a tenancy which are then forwarded to Anglicare's Front Door in Burnie for processing, prioritization and allocation of property.

Wyndarra's second housing program is Specialist Support (Type2) service. The program is designed to streamline the coordination of support for complex homelessness, services not linked to any accommodation option, including all who are homeless, at risk of homelessness or requiring tenancy support. The program supports the establishment of long-term stable tenancies and aims to prevent eviction by both short and ongoing case management options. The process aims at preventing a return to homelessness or lowering the factors that risk homelessness in the future. Specialist Homelessness workers provide this coordinated support for clients by ongoing monitoring, advice and progressive assessments. This support can either be of low intensity and short duration or ongoing support for up to two years in its attempt to achieve long term stable housing. The Centre maintains three community housing tenancies, these properties house complex transitional clients which receive intensive support until equipped to enter the open housing market.

During the last year the program has assisted with over 150 community and social housing applications and offered 74 intensive support periods, to 24 males and 50 females. The main reasons for seeking assistance remain similar to past years; financial difficulty, housing crisis and previous accommodation ended. 14 of this cohort identified as sleeping rough or in non-conventional housing. The majority of applicants were not in the labour force or unemployed, 83.8% of applicants were in receipt of a government benefit or pension and 90% were sole applicants. This information clearly reveals the difficulties in finding suitable affordable accommodation for a disabled lone applicant on a very low income, often without family or community supports. Wyndarra's one stop shop approach to services positions the organisation

to maximise outcomes through utilising the Private Rental Support Scheme, Brokerage funds, No Interest Loans Scheme, the Emergency Relief Fund and, at times, access to our transitional housing options. A small fund of Brokerage money is also available to purchase some immediate accommodation needs but this must be balanced against the needs of the newly housed.

Housing Connect 2.0 reform and implementation processes and planning continued throughout the year, with the goal of “going live” on July 1st 2024. Changes to the Housing Connect information platform to expand its scope and capabilities will see the decommissioning of Specialist Homelessness Information Platform (SHIP). The introduction of new interactive strategies with clients is being developed and an induction training package designed to encompass the new advantage thinking philosophy underpinning this change. The application of parts of the transition such as the new platform and advantaged thinking training look to be further delayed due to these issues.

Homelessness and access to suitable affordable housing continues to dominate the political debate. There has been much deck chair moving but ultimately it is an affordable house that solves homelessness. Homelessness has often been allied to complex personal issues concerning mental health, substance abuse and available income but recent events have shown that a lack of affordable appropriate properties can endanger any private renter’s accommodation outcomes and have economic impacts for employment. Specialised support entails dealing with the pain and frustrations of clients unable to find any viable accommodation outlet suitable to their personal and financial needs. Australia at a national and state level must tackle the profound lack of accommodation options, there are just not enough appropriate properties for the demand and building appropriate properties is going to take decades to meet the projected targets.

The challenge to find the right mix of support will continue to direct service delivery focus and the attention. The resolution of many complex issues is often ongoing; entrenched substance abuse issues, degenerative functional conditions, profound psychological issues and family dysfunction impinges on sustainable tenancies. Less and less options available as tenancies, let alone affordable, make support and resolution difficult. This greatly impacts a small organisation and has a negative effect on staff time and support hours as the funding base for the service is not large. We look forward to implementing all aspects of the Housing Connect Reform model in the belief it can only increase the efficiency and effectiveness of Housing Connect, although housing supply continues to dominant the debate.

Michael Beswick, Cynthia McAdam & Rebecca Anderson – Coordinators

WYNDARRA CENTRE INC.
Personal & Family Counselling
Annual Report 2024

Personal and Family Counselling Service is targeted at individuals and families at risk, and to promote the safety stability, and well-being of vulnerable children, young people, and their families. The aim is to build child, family, and community capacity and resilience.

There are expected outcomes for Individuals and Families are;

- Resolution of personal and interpersonal difficulties associated with crisis, stress, or social isolation.
- Safe, healthy children that are learning, developing, achieving and experiencing well-being.
- Confident and capable families.
- Strong and supportive communities.

Service delivery is reported every 6 months to the department and there are some interesting statistics emerging around the service this year.

Wyndarra came into contact with a total of 2034, increasing the average number of clients seen per week from 33 to 40 for this program.

Wyndarra has seen an increase in client engagement for Mental Health from 137 to 181. Therefore, this indicates a greater complexity to young people and individuals requiring more mental health expertise and intervention. This rise in capacity also correlates with the increase in cost of living and housing shortage in Tasmania impacting all people within the Circular Head community; influencing a breakdown in the safety, stability, and well-being of children, young people, and their families.

Additional areas of increase in numbers include drug and alcohol, family violence, grief, relationship issues, parenting assistance, and school support. These social problems have seen a demand in vulnerable children and young people seeking support for mental health issues with a lack of resilience and emotional regulation skills this correlates with the Federal government's initiative to reduce social media usage. This evaluation correlates with the rising statistics over the span of a year, Wyndarra has seen an increase in client engagement specifically with children from 13 to 41. This growth in demand within the service delivery of the program has evidently created a challenge for our organisation.

Wyndarra has recently updated all policies and guidelines to ensure our values and standards while complying with the new Child and Youth Safety Framework. Wyndarra has worked hard to promote the rights and safety of children and young people through risk management, policies/guidelines embedded with the Child and Youth Safe Organisational Framework, and new client packs that are friendly for children and young people.

Wyndarra has continued to provide life-changing and lifesaving services to Circular Head. The Personal and Family Counselling Service has always responded to community needs with flexibility enabling a tailored service delivery to a person-centred service. Wyndarra continues to respond to these community needs with compassionate positive staff supporting the Circular Head Community.

Rebecca Anderson, Michael Beswick, Cynthia McAdam, Margaret Odgers - Coordinators

WYNDARRA CENTRE INC.
Coordinator of Supports
Annual Report 2024

The National Disability Insurance Scheme (NDIS) is a landmark social reform in Australia, aimed at providing better support and services for people with disabilities. Legislated in 2013, the NDIS represents a major shift in the way disability services are funded and delivered in the country. It is designed to give individuals with disabilities greater choice and control over the services and supports they need to lead more independent and fulfilling lives.

Operating as an insurance style model, the NDIS provides eligible individuals with funding to cover the costs associated with their disabilities. This funding can be used to access a broad range of services, including therapies, assistive technologies, personal care, and more, depending on each participant's specific needs and goals. The scheme also extends support to families and carers of people with disabilities.

PACE is the NDIS's new customer relationship management system, developed by the NDIA to enhance the user experience. It was designed to make it easier and safer for participants to view and manage their NDIS funds and service providers. After being tested in Tasmania in 2022, PACE has now been introduced to mainland Australia. It will eventually replace the current computer system and the myplace portal.

In March, the Australian government introduced legislation to reform the NDIS, ensuring the scheme delivers for those who need it most and remains true to its original intent. This Bill signals a new era of NDIS reforms, aimed at ensuring the scheme can continue to provide life-changing outcomes for future generations of Australians with disabilities. The reforms also focus on making sure every dollar is spent effectively, benefiting the participants for whom the scheme was created. The Bill will most likely be passed by Parliament in August 2024 and the new NDIS laws coming into effect in October 2024.

The role of a Coordinator of Supports (CoS) is to present clients with all available and practical options, ensuring that they maintain choice and control over their supports. The Coordinator of Supports also offer recommendations based on each individual's circumstances, helping them make informed decisions, achieve their goals, and participate more fully in the community.

Wyndarra Centre has been providing Support Coordination for individuals with allocated NDIS funding since 2014. Currently, the Coordinator of Supports delivers approximately 1000 hours of support coordination annually—a slight increase from the 2023 report.

We look forward to continuing to support clients in achieving their individual goals and connecting them with the necessary networks in the year ahead.

Jenny Poke - Coordinator of Supports

WYNDARRA CENTRE INC.

On Call

Annual Report 2024

Wyndarra's On Call Service serves as the primary access point for clients seeking various forms of support, advocacy, and assistance. This essential service not only facilitates assessments but also provides referrals to internal programs such as counselling and external organisations that can address specific client needs.

Wyndarra provides 19 hours of On Call service each week:

- **Monday:** 3 hours
- **Tuesday to Friday:** 4 hours each day

Funded by the Federal Government, the Emergency Relief Fund (ERF) is a crucial resource for individuals facing financial distress. Unlike income supplements, ERF acts as a safety net for those with limited means, helping to navigate the high cost of living and unexpected crises.

The rising costs of essentials—rental, food, utilities—create significant challenges for our clients. To alleviate some of these burdens, we facilitate referrals to:

- No Interest Loans (NILS)
- Centrelink services
- Financial counselling
- Private Rental Assistance
- Emergency Relief Funds
- Housing Choices & Homes Tasmania

ERF supports clients with immediate basic needs through various means, including vouchers for groceries, petrol, and utility payments. BPAY and bank transfers, reflecting changes in payment preferences now are the preferred option. as cheques are not popular payment method

A notable demand for petrol vouchers arises from the need to attend medical appointments, often requiring travel along the coast. Clients frequently seek support for food and overnight accommodations during these trips. Additionally, increased out-of-pocket expenses for medical services further strain clients' budgets.

Monthly visits from a Services Australia representative enhance our service offerings, allowing clients to resolve issues locally. Wyndarra also provides free phone access for clients to contact Centrelink, reducing the need for lengthy travels or calls.

Support from the Salvation Army continues to be invaluable, providing \$14,000 annually for Aurora Hardship payments. This assistance helps clients manage arrears and develop sustainable payment plans.

Mental health challenges are prevalent among our clients, including younger individuals. Our On Call service serves as an initial contact point for discussing options and referrals for free counselling services.

The scarcity of affordable housing remains a significant obstacle for many. We continue to see an increase in clients struggling to secure private or public rental properties. Our collaborations with Anglicare for bond support and rental assistance are critical for preventing eviction and enabling access to property.

Centrepay arrangements allow clients to manage their repayments effectively, empowering them during crises. Additionally, we refer clients to Anglicare for professional financial counselling when needed.

The Circular Head community has shown remarkable generosity receiving donations from various local businesses and organisations for the Christmas Hampers. We prepared for 170 hampers and completed another 6 in the days leading up to Christmas. Totalling 176 hampers distributed, supporting approximately 500 individuals and families in need.

The On Call Service at Wyndarra Centre Inc. continues to be a vital lifeline for the Circular Head community. Through collaboration, community generosity, and comprehensive support services, we strive to assist those facing financial hardship and other challenges.

Coordinators - Brylee Smith, Margaret Odgers & Rebecca Evans

WYNDARRA CENTRE INC.
Needle and Syringe Program
Annual Report 2024

Wyndarra commenced a Needle and Syringe Program (NSP) in March 2005 at the instigation of the state wide NSP coordinator who visited our service with advice and information on how the NSP program would crucially support the protection of clients and advocate/educate for harm minimisation within our community. The program is a public health initiative to minimise the spread of blood borne viruses HIV/AIDS and hepatitis B and C among injecting drug users and the wider community. This program comes under the umbrella of the Public Health Act 1997, consolidating the prevention and management of all communicable diseases under one Act and is provided by appropriately trained and certified workers.

Intravenous drug users are at greater risk of contracting a blood borne virus such as HIV and Hepatitis B and C. One way that these viruses can be transmitted is by reusing injection equipment that may have been used by someone else, through blood to blood contact. The provision of clean and sterile equipment lessens the likelihood of the spread of blood borne viruses through blood to blood contact or sexual contact. Health information and education provided is aimed at minimising further personal or community health risks. Free condoms and lubricant, supplied by The Link Youth Health Fund are available at Wyndarra to promote safe sex practices, this also aligns with harm minimisation strategies.

Health information and education is available to clients on request when accessing the Needle and Syringe Program, including ways to limit the harms associated with the activity and it provides safe disposal units for any equipment used. Wyndarra can also provide information regarding referrals to rehabilitation options and other services to support clients if they wish to address their addiction.

The past 12 months has realised a low but continuous demand for this service, with no significant increases in utilisation. It is satisfying to see that clients are heeding advice and adopting safe practices.

The requested equipment is disseminated through our On-Call Service by requesting to see an appropriately trained permit holder. The Committee of Governance and staff are pleased to be able to provide a program which is confidential, non-judgmental and vital to the health and wellbeing of not only individuals, but the community as a whole.

Cynthia McAdam & Michael Beswick - Coordinators

WYNDARRA CENTRE INC.
Wyndarra Support Services
Annual Report 2024

Wyndarra Support Services has had another fantastic year of growth and continuous improvement. We have a vibrant team and a great environment with many options for diversity and inclusion. We are inspired by our community to look at new and improved ways of supporting and including our clients throughout the community and with the goals that are important to them!

We have had many challenging situations but many more rewarding and satisfying moments that we all enjoy.

Wyndarra support services growth is not only in numbers but in the way we do things we are open to feedback and have many staff with great ideas on new and interesting activities and ways to operate. We will continue to work on this and look at everything we do as an opportunity to build on.

The team have done a great job and we thank each and every one of them.

In terms of administration and after hours support the team now consists of lead Coordinator Belinda and part time admin supports Alana and Ali and team leader Monica. Recently both Steph and Denise retired from Wyndarra and Tammy left the program to take on different roles within Wyndarra. We thank them for their dedicated work and wish them all the best.

We have 33 staff employed in a mixture of part time and casual roles. Throughout the year we have supported work placement and work experience students. We have also given talks at the School and TAFE centre to support and encourage learning around this rewarding field of disability.

Wyndarra continues to work with specialists including doctors, pharmacists, speech therapists, physiotherapists and occupational therapists. We are fortunate to have quality allied health providing us with clear up to date gym programs, physio/hydro therapy programs, communication & meal management plans, and dietician management.

We have been able to assist more families with visits to Drs and other specialists providing support and helpful information which allows us to keep accurate records and enhance the care provided straight away.

We continue to provide the following services through the packages including:

- Respite / Short term accommodation
- Domestic Assistance
- Personal Care
- Group based activities
- Coordination of supports
- Life & personal skill development
- Social Support
- Access to community and social recreational activities

Wyndarra has 36 clients with NDIS packages, and 2 clients who receive funding from other sources. This year we continue to provide short-term accommodation (respite) with around 60% of current clients accessing respite at the Manse, at client's homes and motels. This year we have introduced new clients to our supports and have capacity to continue to add additional clients as requested.

We have one long-term permanent resident and we continue to grow and learn how to change our operating model to accommodate this client and to prepare for our future permanent residents in our new SDA units.

Stage 1 of the 3 supported disability accommodation (SDA) units is likely to commence late 2024 and we have been busy working alongside our Coordinator of Supports and potential clients to get the correct funding in their NDIS plans to ensure their future tenancy.

This year we completed a full NDIS audit over the course of several days and are happy to report this was very successful. This helps guide us on which areas to keep an eye on and focus on for the future.

We continue to report to the NDIS commission 2 active chemical restraints, unauthorised restrictive practices and hold 1 registered behaviour support plan in place.

As always, we continue to hold training as a high priority for our team to deliver quality supports. This year staff completed training in Assisting with Medication, Health Body Systems, Restrictive Practices, General Bowel Care, Epilepsy, Child Safety, Infection Control & PPE, general meal management, First Aid and Manual Handling in addition to client specific group trainings.

This year all Wyndarra policies and guidelines had a complete overhaul and were all rewritten. This has reduced the quantity and made our guides much simpler and easier for everyone to use.

We continue to be well supported by our General Manager and the wider team and look forward to growing our client base and meeting and exceeding the needs of all clients in our community. We look forward to supporting clients with our supported disability accommodation next year.

Wyndarra Support Services team sincerely thank the support workers, carers, clients and visiting professionals for their continued support throughout the year and we look forward to a fantastic 2024/2025 year.

Belinda Willie – WSS Manager

WYNDARRA ASSOCIATION SUBSCRIPTIONS

SINGLE MEMBERSHIP	1 YEAR: \$20	5 YEARS: \$70	LIFE: \$200
CONCESSION	1 YEAR: \$9	5 YEARS: \$35	LIFE: \$165
FAMILY	1 YEAR: \$25	5 YEARS: \$100	

If you are not a member but wish to join the Association, please contact the Finance Admin Officer at Wyndarra Centre, 0364522722.

PLEASE COMPLETE THE FORM BELOW AND RETURN TO:

Finance Admin
Officer Wyndarra
Centre Inc.
PO Box 162
SMITHTON TAS 7330

NAME: _____

ADDRESS: _____

EMAIL: _____

PHONE: _____ SUBSCRIPTION CATEGORY: _____

AMOUNT ENCLOSED _____ SIGNED: _____

PERIOD OF MEMBERSHIP: _____

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