

WYNDARRA CENTRE INC.



**ANNUAL GENERAL MEETING
2025**

Wyndarra Centre Inc.
43 Smith Street, Smithton TAS 7330
ABN: 38 938 615 312

WYNDARRA CENTRE INC.

Annual General Meeting
Wednesday 22nd October 2025



AGENDA

WELCOME

APOLOGIES

ACKNOWLEDGMENT TO COUNTRY

CONFIRMATION OF MINUTES OF PREVIOUS AGM

CHAIR REPORT

GENERAL MANAGER REPORT

FINANCIAL REPORT

QUESTIONS FROM THE FLOOR

ELECTION OF COMMITTEE MEMBERS

APPOINTMENT OF PUBLIC OFFICER

APPOINTMENT OF AUDITOR

SUBSCRIPTIONS

“Wyndarra Centre’s Committee of Governance and Staff thank you for your attendance and look forward to your support throughout the year.”

CONTENTS

Agenda	1.
Contents	2.
Committee of Governance & Staff	3.
Minutes 2024	4.
Chair Report	6.
General Manager Report	7.
Home & Community Care	10.
Commonwealth Home Support Programme	12.
Volunteer Information and Coordination	14.
Wyndarra Housing Outreach	16.
Personal & Family Counselling	18.
Coordination of Supports	19.
On Call Service	20.
Needle and Syringe Programme	22.
Wyndarra Support Services	23.
Association Subscriptions	25.
Independent Audit Report	26.

WYNDARRA CENTRE INC. COMMITTEE OF GOVERNANCE

		COMMENCED	ELECTED	ATTENDANCE	TERM ENDS
CHAIR/TREASURER	MICHAEL BUCKBY	Oct-21	2023	10	2025
VICE CHAIR	ROSEMARY MURPHY	Feb-20	2024	7	2026
	GARY COLE	Mar-24	2024	9	2026
SECRETARY	CASEY SPINKS	Jun-21	2023	10	2025
	SONIA OLLINGTON	Apr-13	2023	8	2025
	SHELLEY PINNER		2024	2	
PUBLIC OFFICER	LISA MINAMI	Nov-22	2024	5	
	DAVID WYATT	Nov-23	2023	1	

TOTAL MEETINGS 10

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 EBONY FRASER TRINA GARDNER</p>	<p>MUHAMMAD ABBAS MUHAMMAD FARHAN MUHAMMAD HAMZA ELI ARNOLD GRACE BRAMICH RHIANNON BRANSDEN SAMANTHA COLLINS SUMMAH CRUSE TEIGAN EMMETT MEGAN EVANS HANNAH GOULTER VIRGINIA GREY PATSY HITE MICHELLE HOUSE RODNEY HOUSE ISRAR ALI JAYDEN RICHARDSON MATILDA KENNEALLY ANNE MITCHELL SANDRA SCHURRING SCARLETT BEECH- JONES</p>	<p>SHAHAB IDREES SHAE TONKS 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 ZARNA OLLINGTON YOR NYANJOK EILEEN BLIZZARD LYNETTE MARTHICK ELAINE STOKES JENNIFER DIXON LAIKEN WILLIAMS</p>
---	--	--

Wyndarra Annual General Meeting Minutes
Wednesday 23/10/2024

1. MEETING OPEN: 5pm Welcomed by Michael Buckby (Chair)

PRESENT: Sonia Ollington, Casey Spinks, Mike Buckby, Lisa Minami, Belinda Willie, Rebecca Anderson, Jenny Poke, Libby Billett, Damien & Simone Heres, Margaret Odgers, Shelley Pinner, Adrian Marthick, Barney Williamson, Monica Stokes, Cynthia McAdam

By Zoom: Rosemary Murphy, Gary Burgess

2. APOLOGIES: Krista Mills, Gary Cole, Michael Beswick

3. ACKNOWLEDGEMENT OF COUNTRY: Rebecca Anderson

4. CONFIRMATION OF MINUTES OF PREVIOUS AGM:

Accepted that the minutes are a true and accurate record of the previous AGM

Moved: Belinda Willie

Seconded: Margaret Odgers

Carried: All

5. CHAIRMANS REPORT:

Mike Buckby read Chairmans report as tabled

Mike also read General managers report as Krista was unable to attend

Other program reports presented in AGM booklet

Moved: Casey Spinks

Seconded: Libby Billet

Carried: All

6. FINANCIAL REPORT:

Garry Burgess (via Zoom) made comments on Wyndarra's financial statements

Profit shown was down from previous year when a grant of approx. \$130,000 was received, taking this into consideration the profit was consistent from previous year.

Everything is running great, Wyndarra in a good position to face new challenges as the SDA project comes to fruition

Moved: Lisa Minami

Seconded: Brylee Smith

Carried: All

7. QUESTIONS FROM THE FLOOR:

No questions were received

8. ELECTION OF COMMITTEE MEMBERS:

The following nominations for general committee members were received:

Rosemary Murphy

Gary Cole

Lisa Minami

To be ratified next COG meeting as nominated persons are required to be financial members

Moved: Libby Billett

Seconded: Damien Heres

Carried: All

8. APPOINTMENT OF PUBLIC OFFICER:

Deferred to next COG meeting

Moved: Casey Spinks

Seconded: Lisa Minami

Carried: All

9. APPOINTMENT OF AUDITOR:

Resolved to continue with current service provider, Synetic

Moved: Brylee Smith

Seconded: Damien Heres

Carried: All

10. SUBSCRIPTIONS:

Wyndarra's annual subscription resolved to remain at \$20 per year

Moved: Casey Spinks

Seconded: Mike Buckby

Carried: All

Meeting Closed at 5:25 pm

WYNDARRA CENTRE INC.

Chair report 2025

On Behalf of the Board of Governance for Wyndarra Inc. Welcome to the 2025 Annual General meeting. Our Circular Head community is well served by the caring team at Wyndarra who continue to help those who find themselves, through circumstances beyond their control, requiring assistance. This is done efficiently, professionally and most of all, with dignity to every person.

Planning for the Specialised Disability Accommodation units has been well underway with completion due in November 2025. This would not have been possible without the unbelievable support from our Community. The Board continues to be amazed by the financial and in-kind support by community residents who, often anonymously, have come forward to help those in need.

On behalf of everyone at Wyndarra, thankyou from the bottom of our hearts.

We have welcomed Paul Hugo and Cr Mark Dabner to the Board in 2025, their experience over many years within our community via many business and voluntary roles will be a tremendous asset to Wyndarra. I want to once again thank the ongoing Board members; Rosemary Murphy, Sonia Ollington, Gary Cole and Casey Spinks for their continued contribution.

Wyndarra is in a comfortable financial position our thanks to the entire team led by General Manager Krista Mills. While there continue to be headwinds facing all service organisations in Circular Head, I am confident that our organisation will be at the forefront to meet them.

Michael Buckby - Chairperson

WYNDARRA CENTRE INC.

General Managers report 2025

Introduction

The 2024–25 financial year has been a year of resilience, advocacy, and achievement. Despite significant pressures, including rising operational costs, workforce shortages, and ongoing sector reforms—Wyndarra has continued to deliver essential, high-quality services across disability, aged care, counselling, housing, and community support. Through strong community advocacy, we have successfully reinstated Emergency Relief Funding (ERF); progressed the Wyndarra Village Specialist Disability Accommodation (SDA) project and secured increased recognition of our regional service delivery through Modified Monash Model (MMM) loading and strengthened our workforce and governance.

Key Achievements

Emergency Relief Funding (ERF)

- Following an initial loss of funding, ERF was re-established, ensuring ongoing delivery of vital services including food and fuel vouchers, urgent accommodation, out-of-pocket medical support, and case coordination.
- Delivered over 200 Christmas hampers supporting 585 individuals.
Secured an additional food relief grant of \$10,000 to purchase staple food parcels.
- Funding extended to June 2026, providing stability.

Wyndarra Support Services (WSS)

- Continued delivery of Supports, with expansion in both workforce and client numbers. Three clients have already been allocated to Stage 1 SDA units.
- ShiftCare software fully implemented, streamlining rostering, payroll, job boards, and client communication.
- New care plans and client risk assessments rolled out, with structured family reviews feeding into continuous improvement.
- Leadership strengthened with two Team Leaders appointed, boosting client activities, routines, and specialist engagement.
- Recruitment successes included added support workers, school-based trainees, and maternity relief appointments.

Coordinator of Supports (COS) - NDIS

- Managed new client onboardings and discharges.
- Ongoing advocacy for participant equity amid NDIS plan rejections and restrictive plan language (e.g., 1:1 support refusal, rigid respite ratios).
- Close work with allied health professionals to ensure SDA fit outs meet participant needs.

Aged Care – CHSP & HACC

- CHSP extension (2025–27) secured.
- MMM loading approved, a major advocacy success recognising rural and regional disadvantage, allowing increased unit costs for 2025–27 contracts.
- Secured \$10,000 IT upgrade grant to meet new Support at Home reporting requirements.
- HACC grant extended through June 2028, with service categories updated.
- Successfully met and over-delivered KPIs, despite volunteer shortages.

Specialist Disability Accommodation (SDA) – Wyndarra Village

- Stage 1 construction remains on schedule, with plastering, decking, and fit outs progressing.
- Costs managed despite overruns, including Tas Water and fire system upgrades.
- Occupational therapists and allied health professionals contributed to design improvements (e.g., built-in communication boards for robust unit).

- Fundraising committee launched, raising early funds through raffles, cake stalls, Gala dinner preparation and major raffles.
- Multiple business and individual donations received including The Smithton Club who donated \$200,000 toward our project.
- High-level advocacy included visits from Senator Anne Urquhart, Senator Colbeck, Anita Dow, Roger Jaensch, Mal Hingston and Ruth Forrest, raising SDA's profile and lobbying for federal investment.

Governance, Risk, and Compliance

- Certification audit for compliance to NDIS standards completed.
- Policy reviews commenced. Business continuity plan constructed.
- Restrictive practice compliance: Program Officer role formally allocated to WSS Manager.
- IT strengthened with new computers, server battery replacement, remote access setup, and security cameras installed.
- Compliance gaps addressed with updated Working with Vulnerable People checks, NDIS clearances, and Police Checks for staff and volunteers.

Volunteers

- Volunteer training revamped into a 3-hour condensed induction and successfully rolled out.
- Policy strengthened to include health and safety clearances.
- Volunteer numbers remain a challenge: 30 registered, 15 currently active, impacting CHSP/HACC service delivery.
- Celebrations included a BBQ for National Volunteer Week.

Housing – Homes Tasmania

- Head leases finalised to 2029 for three transitional properties (Emmett, Havelock, Smith Street).
- Ongoing tenant challenges, including property damage, mould, and bond recovery.

Financial Performance

- Tracking strongly with an end-of-year surplus.
- CBA loan paid down, with redraw back up available.
- NDIS overdue payments managed without disruption.
- Budget forecasts are still positive despite rising insurance, utility, and wage costs.

Community Engagement & Advocacy

- Participation in Burnie Disability Expo increased visibility and gathered feedback on participant priorities (safety, community access, independence).
- Strong advocacy through Rotary presentations, Aged Care forums, and local collectives.
- Multiple MP and Senator visits highlighted Wyndarra's role as a "one-stop shop" for Circular Head.
- Community fundraising included Bunnings BBQs, raffles, cake stalls, and local partnerships.
- During this reporting period, we have significantly strengthened Wyndarra's social media presence. This digital engagement allows us to connect with a broader audience and reach members of our community in new and meaningful ways. Our Facebook platform has become a valuable tool for celebrating achievements, promoting community events, and raising awareness about the services and support we provide. Our content performance has shown remarkable growth, with total views increasing by **429.7%** (now reaching **41.3K views**) and our overall reach expanding by **221.5%** (up to **6.2K**). These results highlight the positive impact of our online engagement and the growing connection between Wyndarra and the wider community.

Challenges

Despite funding instability, particularly with ERF- introduced uncertainty, we collaboratively worked as a team to ease what could have been a stressful time.

- Rising operational costs across fuel, utilities, and property maintenance.
- NDIS and aged care reforms are creating ongoing compliance and administrative pressures.
- Housing management requires tighter financial buffers to manage risks of vacancies and property maintenance.

Future Directions

- Implement SDA Stage 1 and manage the transition process for allocated SIL clients.
- Expand Supported independent living and short-term accommodation capacity in line with demand while maintaining compliance and quality.
- Continue advocacy for long-term, sustainable ERF funding beyond June 2026.
- Strengthening workforce through traineeships, recruitment drives, and volunteer pathways.
- Submit business cases for CHSP/HACC growth funding to offset rising costs.
- Deliver major fundraising events to support SDA Stage 2 (sensory garden, communal areas).
- Maintain strong governance and compliance as sector reforms take effect.

Building Our Brand and Profile

Throughout the year, Wyndarra has worked to strengthen its visibility and profile across the region. Participation in the Burnie Disability Expo, Rotary presentations, and local health and wellbeing forums has increased awareness of our services and provided valuable opportunities to share Wyndarra's story.

Our fundraising events, including raffles, BBQs, and planning for the Gala Dinner, not only provide financial support but also showcase the strong community connection that underpins our work.

We were also privileged to host visits from Senator Anne Urquhart, Senator Richard Colbeck, Ruth Forrest MLC, Anita Dow MP, Roger Jaensch MP and Mal Hingston highlighting Wyndarra's role as a leading local provider and advocate for regional services. These activities continue to strengthen Wyndarra's reputation as a trusted, community-embedded organisation, while also ensuring our voice is represented in state and federal discussions around service and delivery in our community.

Acknowledgements

I extend my sincere gratitude to the Committee of Governance for their leadership and guidance, our staff for their dedication, and our volunteers whose efforts underpin so much of our delivery of services. I also thank our donors, partners, and the broader Circular Head community for their unwavering support.

Together, we have strengthened Wyndarra foundations and secured opportunities for future growth.

Krista Mills – General Manager

WYNDARRA CENTRE INC.

Home and Community Care Program

Annual Report 2025

Funded by the Tasmanian Government, the HACC Program provides essential community support services to help people maintain their independence and quality of life at home.

HACC is designed for individuals **under 65 years of age** and **Aboriginal and Torres Strait Islander people under 50 years of age** who are experiencing difficulty with daily tasks due to health issues and those who do not qualify for the National Disability Insurance Scheme (NDIS).

Wyndarra staff and 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

HACC also plays a role in providing support for carers by way of:

- Counselling, Advocacy, Support and Information for Carers
- Respite

These services play a vital role in ensuring that both clients and carers can continue to live safely and comfortably within their communities with support from the Organisation whether it be periodically, ongoing or during times of crisis or emergency.

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. The demographic nature of Circular Head, along with lack of a reliable transport system means that transport is always going to feature heavily in the services provided under HACC.

Over the past 12 months, there has been a noticeable increase in clients with complex needs who require ongoing support for longer periods than typically expected. Without support provided by HACC service delivery, these individuals would be left to manage medical appointments, treatments, transport and other essential needs on their own. In reality, many would be unable to do so, which could have serious consequences for their health resulting in a greater burden on the medical and hospital systems.

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 Forum continues to 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 2025

The Commonwealth Home Support Programme (CHSP) is funded by the Commonwealth Government, providing essential entry level support services to enable older people live in their homes independently and safely.

Eligibility is for clients who are:

- Older individuals aged 65 and over
- Aboriginal and Torres Strait Islander peoples aged 50 and over
- Prematurely aged Aboriginal and Torres Strait Islander peoples aged 45 and over
- Individuals on low incomes experiencing:
 - Housing insecurity
 - Homelessness
 - Unsanitary or unsafe living conditions

Supports offered through this service:

- Support services such as help with daily activities (e.g. cleaning, meals, transport, unassisted shopping)
- Social support to reduce isolation
- Respite care services to give carers temporary relief and support

Wyndarra is funded to deliver the following services:

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

The **extension of the Commonwealth Home Support Programme (CHSP) until June 2027**, along with the **planned transition to the Support at Home Program**, has created a complex and evolving environment for aged care providers and clients alike.

The **registration and assessment of clients through My Aged Care**, combined with the **postponement of the New Aged Care Act's commencement from July to November 2025**, has added further uncertainty.

Additionally, the anticipated **introduction of numerous new obligations and compliance requirements** under the forthcoming legislation, many of which remain unclear, has contributed to a growing sense of concern and apprehension across the sector over the past 12 months. As a service provider we have attended many webinars and meeting ensuring we are keeping up with mandatory and evolving requirements.

Demand for transport for medical and specialist appointments, along with other service providers experiencing high demands and dwindling Volunteer numbers, has seen at times extra strain on Wyndarra's ability to provide a cohesive and consistent transport service. 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.

The Program has also seen an increase in the requirements of clients coming through My Age Care, with needs that would be better met by Aged Care Packages, seeing an increase in demand on CHSP services. Some requirements have been and are becoming beyond what an entry level support service is expected to provide and deliver and increasingly

impossible for one that is a Volunteer based delivery service, a reflection on a system not being able to implement packages and/or keep abreast of the increasing demand

As in previous years, many clients are still being unable to obtain services such as spring cleaning, gutter cleaning and home yard maintenance. We have seen some limitations in being able to deliver some services due to lack of capacity or the unrealistic expectations from clients on what service should deliver. Lawns and gardens are a classic example of this. As a CHSP program delivered by a volunteer base service delivery, we are not able to provide a full professional service such as provided by a private provider due to specific trade qualifications and compliances. This remains frustrating for clients when their expectations are not met and we have experienced clients feeling we are not providing a good service.

Volunteers remain a vital and essential part of Wyndarra's ability to deliver CHSP services. 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 the crucial role they play.

Michael Beswick, Tammy Edwards & Elizabeth Billett - Coordinators.

WYNDARRA CENTRE INC.
Volunteer Information & Coordination
Annual Report 2025

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

Volunteers have been active in 2025 in delivering services:

Commonwealth Home Support Services	Lawn Mowing	Driving
Home and Community Care	Mentoring	Tax Help
Assistance to and during medical appointments	Social Support	Shopping
Committee of Governance	Social Outings	
Christmas Hampers	Computer Skilling	

Improved Volunteer Induction Training

The **new induction training format**, implemented in **2024**, has been **well-received by participants** with positive feedback from those who have completed the revised program.

Previously delivered over a **six-week period**, the training has now been **condensed into a single three-hour session**. This streamlined approach has improved accessibility making it easier for potential volunteers to engage with the program without a long-term time commitment.

During the 12 months to July 2025, a total of **13 staff and community members** participated in the **Volunteer Induction Training**. Of the **6 community members** who participated, **NONE** went on to register as volunteers.

The reasons provided for not continuing were concerns that have consistently been voiced over the past few years:

- A perception that some of the volunteer roles are roles for which people would normally be paid.
- The increasing burden of mandatory compliance requirements including paperwork, Police Checks, Working with Vulnerable Checks and First Aid.
- The growing complexity and responsibility associated with certain roles, making Volunteering feel more like formal employment than a voluntary service.

Sector Challenges, Barriers and the Future

These ongoing barriers have been echoed in the HACC/CHSP forums. With the retirement of some long time Volunteers, life style changes and the cost of living requiring more and more people to prioritise work, these factors have seen the Volunteer pool shrink with fewer new Volunteers coming on board.

With the increased need for services promised by the Government and decline in Volunteers, it is an uncertain future. How will organisations such as Wyndarra be able to continue to deliver these services without Volunteers? The simple answer is we will not.

It would be impossible for Wyndarra to provide the number of transports and assistance to medical appointment or enable clients to maintain social support and connection without the assistance of Volunteers.

Events and Celebrations

This year saw a noticeable decline in volunteer attendance at events and celebrations.

National Volunteer Week was celebrated with a BBQ, with once again financial contribution from the Circular Head Council. This support acknowledges the vital role volunteers play in the Circular Head community.

The Volunteer Christmas Dinner, was held at Blakey's Bites to coincide with International Volunteer Day. During the evening Volunteers received certificates acknowledging their years of Volunteering.

Volunteer Thank you

To all our volunteers: your time, commitment, and contributions are invaluable.

Your dedication makes a profound difference in the lives of those you assist.

Wyndarra will continue to advocate and speak up for Volunteers and the vital contribution they make to Circular Head Municipality.

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

Elizabeth Billett, Margaret Odgers & Rebecca Evans – Coordinators

WYNDARRA CENTRE INC.

Wyndarra Housing Outreach, Housing Connect, Front Door & Specialist Supports Annual Report 2025

Wyndarra is the access point for accommodation and housing issues in Circular Head, the service provides social housing applications, advice and assistance, undertakes housing assessments, provides homelessness support and offers limited brokered accommodation in Circular Head. The service has no funded capacity 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; Housing application assistance and tenancy information for public, community and Aboriginal housing applications, social housing assessments and applications, needs assessment with advice and co-referral and the management of case and service plans. This service is primarily available through Wyndarra's On Call program, workers 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, the services includes 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 support 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 is via a 3-tiered system of support dependent on assessed need. 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.

Housing Connect 2.0 implementation and reform processes continued throughout the year, with the release of the Housing Connect 2. Practice Framework. Stage 1 introduced structural changes including support tailored to life stage and individual circumstances as well as new provider roles involving coaching and a 3-tiered response to personalized support. Stage 2 implementation hinges new intake and assessment tools that are embedded in a purpose-built portal and platform. The new Housing Connect Information Platform, aimed at expanding its scope and capabilities, has not been implemented, although training has occurred, its application has not and we continue to utilize the Specialist Homelessness Information Platform (SHIP). The new interactive strategies with clients and an induction training package designed to encompass the new advantage thinking philosophy underpinning this change has been rolled out. The application of parts of the transition such as the new platform and portal look to be further delayed due to a range of administrative issues.

During the last year the program has assisted with over 150 community and social housing applications and offered 67 level 3 intensive support periods, to 20 males and 41 females, quarter of which were in the 20-24-year age group. 56 of these support periods ended in the reporting time thus showing a range of positive outcomes for clients. The main reasons for seeking assistance remain similar to past years; financial difficulty, previous accommodation ended, housing crisis and housing affordability stress. 2 of this cohort identified as sleeping rough or in non-conventional housing compared with 10 last report. The majority of applicants were not in the labour force or unemployed, 85.1% of applicants were in receipt of a government benefit or pension and 95% were sole applicants. This information clearly reveals the difficulties in finding suitable affordable accommodation for lone applicants 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 finding available accommodation is increasingly difficult as the housing market tightens and tourism takes up outlets.

The housing affordability crisis, with its low supply and rising rental costs affects the entire population but it is the vulnerable who are most at risk of becoming homeless. Housing Connect waiting lists continue to grow, now exceeding 5000 applicants. 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. High level 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 policy gaps, meet the demands of diverse 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 drive to find the right mix of support will continue to direct service delivery focus and attention. Responding to and implementing the new Practice Framework takes time and the reforms piecemeal roll out frustrating and disconcerting. Less and less options available as tenancies, or emergency outlets, let alone affordable, make support and resolution difficult. This greatly impacts a small organisation and has an undesirable effect on staff time and support hours and the funding base for the service is not large.

Michael Beswick, Cynthia McAdam, Margaret Odgers and Ebony Fraser – Coordinators

WYNDARRA CENTRE INC.

Personal & Family Counselling

Annual Report 2025

The Personal and Family Counselling Service at Wyndarra Centre is dedicated to supporting individuals and families at risk, with a strong focus on promoting the safety, stability, and overall well-being of vulnerable children, young people, and their families. The service aims to strengthen the resilience and capacity of children, families, and the broader community through responsive, person-centred support.

Our intended outcomes include:

- Resolution of personal and interpersonal challenges related to crisis, stress, and social isolation.
- Safe, healthy children who are learning, growing, achieving, and experiencing a strong sense of well-being.
- Confident, capable families equipped to manage life's challenges.
- Strong, supportive, and connected communities.

In 2025, Wyndarra engaged with 551 individuals and/or families, a total of 1981 contact within the 12 months. The issues presented by clients were broad-ranging and complex, reflecting the diverse needs of the Circular Head community. These include:

- Anger management
- Child Abuse
- Disability
- Drug and Alcohol
- Family Violence
- Financial/Money management
- Greif/loss
- And Other counselling services as required
- Housing
- Mental Health
- Parenting
- Physical health
- Relationship
- Trauma
- Homelessness

The most common areas of client engagement this year were:

- Parenting support
- Mental health concerns
- Financial and money management
- Relationship issues

These trends highlight the growing complexity of issues faced by families in our region, many of which are intensified by broader social and economic challenges.

Despite the increasing complexity and demand, Wyndarra remains steadfast in its commitment to providing life-changing and life-saving support to the Circular Head community. The Personal and Family Counselling Service continues to adapt to emerging challenges with compassion, professionalism, and a deep commitment to individual and community well-being. Our team of dedicated, skilled staff ensure that every person receives tailored, respectful, and person-centred support.

We are proud to remain a trusted and reliable support for individuals and families in the Circular Head community, and we look forward to continuing our work in strengthening local resilience and well-being.

Michael Beswick, Cynthia McAdam & Margaret Odgers - Coordinators

WYNDARRA CENTRE INC.

Coordinator of Supports

Annual Report 2025

The National Disability Insurance Scheme (NDIS) continues to play an important role in helping people with disabilities access the supports and services they need to live more independent and fulfilling lives. Since it was legislated in 2013, the scheme has given individuals greater choice and control, and we see the positive impact of this every day at Wyndarra.

The NDIS provides eligible participants with funding that can be used flexibly, whether for therapies, assistive technology, personal care, or other supports and depending on their personal goals.

At Wyndarra, our Coordinators of Supports walk alongside clients to help them navigate their NDIS plans. Our role is to make sure participants know their options, feel supported in making decisions, and are connected with the services and networks that best meet their needs.

In the past year, Wyndarra delivered approximately 1,066 hours of support coordination, up from 993 hours in 2024. Tammy Edwards commenced assisting with Coordination of Support this year. With some participants experiencing issues in the funding of their plans, the overall workload has increased. Tammy's support has been a great help in relieving the pressure and ensure that clients continue to receive timely and effective assistance.

The past 12 months have also been focused on working with clients who are able to include Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) in their plans in preparation for the upcoming SDA build. This has involved considerable collaboration, with regular meetings alongside Allied Health professionals and families to ensure every aspect is covered and clients are fully prepared.

We are proud of the relationships we build with clients, families, and service providers, and we remain committed to ensuring that each person feels empowered to reach their goals. We look forward to continuing this important work in the year ahead, supporting people to live the lives they choose and to be connected members of our community.

Jenny Poke and Tammy Edwards - Coordinator of Supports

WYNDARRA CENTRE INC.

On Call

Annual Report 2025

Wyndarra's On Call Service serves as the key access point for clients looking for support, advocacy, and assistance across a wide variety of need.

This essential service not only supports the immediate need and facilitates assessments, but also offers and provides referrals to internal programs such as Personal & Family Counselling, Commonwealth Home & Support Services, Specialist Homelessness Services, Home & Community Care and to external organizations that can support the clients need.

Wyndarra provides 19 hours of On Call service each week:

- **Monday:** 3 hours = 1.00-4.00
- **Tuesday to Friday:** = 10.30-12.30 then 1.30-3.30 (4 hours each day)

Funded by the Federal Government, the Emergency Relief Fund (ERF) is a vital resource for those facing financial challenges. Unlike income supplements, ERF acts as a safety net for those with limited financial & support systems, helping them through the high cost of living and unpredicted crises.

The rising costs of essentials—rental, food, petrol, medical, aurora and other services —create significant challenges for many in our community. To ease 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

Emergency Relief Fund supports clients with immediate basic needs through various means, including vouchers for groceries, petrol to medical, and utility payments. BPay & Bank transfers, reflecting changes in payment preferences now are the preferred option as cheques are now not a popular payment method.

A noteworthy 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 are the GAP required when a MRI or SCAN appointment is required. Without ERF support these important medical needs would not be met.

Monthly visits from a Centrelink representative continue to enhance our services, allowing clients to resolve their Centrelink issues locally. Wyndarra also provides free phone access for clients to contact Centrelink, reducing the need for lengthy calls or to travel to Burnie.

Support from the Salvation Army continues to be invaluable, providing \$14,000 annually for Aurora Hardship payments. This support helps clients manage arrears and develop workable payment plans hence preventing power disconnections.

Our On Call service serves as an initial contact point for a wide variety of need. This then enables discussing options and referrals for counselling, and other needs including Mental Health concerns.

The shortage 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 connection 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 once again with donations received from various local businesses and organisations for the Christmas Hampers. 200 hampers were prepared and this need increased as we then gave out 8 family vouchers totaling 208 hampers distributed supporting approximately 393 adults and 192 children.

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.

ERF is a grant that Wyndarra applies for every 5 years, receiving notification that we were unsuccessful in July was devastating. We are now in the process of battling with the relevant Government contacts for the renewal of this much needed financial grant for our community Hopefully this significant need for so many in the Circular Head Community will be heard.

18/9/2025

Great news Wyndarra has now received the news that through the Financial Wellbeing & Capability program we have been granted the ERF funding until the end of June 2026.

This will now enable this vital service for the community to continue.

Brylee Smith, Margaret Odgers & Rebecca Evans – Coordinators

WYNDARRA CENTRE INC.
Needle and Syringe Program
Annual Report 2025

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 2025

At Wyndarra Support Services, we are proud to foster a vibrant, inclusive team culture and a welcoming environment where diversity is celebrated. Inspired by our community, we are continually seeking innovative and improved ways to support and empower our clients, ensuring their goals remain at the heart of everything we do.

While we have navigated some challenging situations over the year, the rewarding and meaningful moments far outweigh them, reminding us why our work is so important.

Our growth extends beyond numbers—it reflects a commitment to excellence and innovation. We actively welcome feedback and are fortunate to have a team full of creative thinkers, whose fresh ideas drive engaging activities and improved practices. Every experience is viewed as an opportunity to build and strengthen what we offer. We are immensely grateful for the dedication of our team and extend our heartfelt thanks to each member for their outstanding contributions.

Administration and Support Team

Our administrative and after-hours support structure has grown to include:

- **Belinda**, Support Services Manager
- **Ali and Alana** (currently on maternity leave), Administration Support
- **Trina Gardner**, new Administration Support
- **Monica**, Team Leader
- **Rhiannon Bransden**, Relief Team Leader

Wyndarra now employs 38 talented staff members across part-time and casual roles. Throughout the year, we've continued to welcome work placement and work experience students, and we proudly showcased our services at the Burnie Disability Expo.

Collaborations and Community Partnerships

We continue to work closely with a range of specialists—including doctors, pharmacists, speech pathologists, physiotherapists, and occupational therapists—to ensure the highest standard of care. Thanks to these partnerships, we can provide updated gym programs, physio and hydrotherapy plans, communication and meal management strategies, and dietitian-led support. Our ability to accompany clients to appointments has also enhanced communication, record-keeping, and the overall quality of care.

Our Services

We remain dedicated to delivering a broad range of supports, including:

- Respite / Short-term accommodation
- Domestic assistance
- Personal care
- Group-based activities
- Life and personal skill development
- Social support
- Community and recreational access

Currently, Wyndarra supports 35 clients through NDIS packages and two additional clients via other funding sources. Approximately 60% of our clients access short-term accommodation (respite) at the Manse, in client homes, or in motels. We've also welcomed new clients this year and have capacity to support even more as the need arises.

Exciting Developments

A highlight this year has been the commencement of our SDA units, which will soon accommodate up to five residents. Completion is expected in early December, and we are deeply appreciative of the excellent workmanship by **Jason Gofton** and **Chase Armstrong**. Looking ahead, we are exploring opportunities to repurpose two additional properties for complementary services such as supported independent living or further short-term accommodation options.

Activities and Community Engagement

We have expanded our group and support room programs, adding even more enjoyable and enriching activities each month. Highlights include paper-making in Wynyard, trips to Honey Farm, Tarkine, Trowutta Arch, Dip Falls, Arthur River, ten-pin bowling, mini golf, movies, cooking, and crafts. We've partnered with Circular Head Child Care Centre for joint holiday activities, welcomed family and pets for visits, and shared many memorable meals out—including at The Rusty Duck.

A particularly special moment was our invitation to attend the Smithton Saints football games, where reserved seating and team merchandise made our clients feel genuinely valued and celebrated. Many continue to reflect fondly on the warmth and joy of those experiences.

Quality, Compliance, and Training

This year, we reported two active chemical restraints and unauthorised restrictive practices to the NDIS Commission. We currently hold two registered behaviour support plans, with several others underway, as Tasmania works to better align with NDIS Commission standards and transitions the Senior Practitioner's Office into a regulatory role.

Training remains a cornerstone of our service quality. Our staff completed a wide range of professional development programs, including:

- Assisting with medication
- Healthy body systems
- Restrictive practices
- General bowel care
- Epilepsy management
- Child safety
- Infection control & PPE
- General meal management
- First aid and manual handling

We have also enhanced medication management by implementing mandatory annual refresher training and assessments for all staff to ensure best-practice compliance.

Strengthening Our Identity

Our team has proudly adopted new uniforms and Wyndarra-branded vehicles, strengthening our presence in the community and reinforcing the pride we take in our work.

Looking Forward

We are grateful for the ongoing support of our General Manager and the broader Wyndarra community. As we move into 2025–2026, we are excited to grow our client base, build on our achievements, and continue exceeding expectations.

On behalf of Wyndarra Support Services, we extend our heartfelt thanks to our support workers, carers, clients, and visiting professionals for their invaluable contributions. Together, we look forward to another successful and inspiring 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: _____

SUPPORTED BY THE
Australian Government
Department of Social Services

