

Wintringham Annual Review 2017

Wintringham
SPECIALIST AGED CARE





1998 ... Peter Bowman, one of the first residents to move from Gordon House into Wintringham.



2017 ... Joseph from Port Melbourne Hostel.



2012 ... Oil Painting by Dot Lipmann 'the Irishman'.

Is it possible to look at the images of homelessness that dominate the media without feeling a profound sense of despair? How can a country as rich as Australia have so many citizens without a home and why do so many people seemingly care so little?

Wintringham started in 1989 with an aim of trying to address the problem of elderly homelessness. In so many ways we have been successful, growing to become a welfare company employing 700 people who deliver more than 500,000 support days a year across all our sites. In the process, we have become the largest provider of services to elderly homeless people in the country. Yet, like a plague, we seem unable to keep ahead of a problem that continues to outgrow us. There are now, without question, more aged people who are homeless or at risk of becoming homeless than there were in 1989.

Wintringham alone has about 1,800 aged people on our housing waiting list. I know of other organisations who no longer even keep waiting lists because of the apparent absolute futility of the exercise. Sadly, the housing and welfare sector just doesn't have the resources needed to provide the levels of housing needed.

**Bryan Lipmann AM**

In Wintringham's case, the experience is especially frustrating. Aside from the social justice arguments questioning how people can become homeless in the latter years of their life, we see an obvious financial cost to government resulting from men and women prematurely ageing due to the stresses of becoming homeless. They enter the aged care sector far earlier than the rest of the community and this in turn puts extra burden on an already bursting Commonwealth aged care program. Most of this could be alleviated by the provision of affordable housing coupled with minimum levels of support from aged care community-based programs.

Wintringham continues to develop new housing developments with a variety of multi-unit new builds in Geelong, Flemington and Heathcote now under way or in final documentation; all with funding secured.

Excitingly we have also won a major Commonwealth tender to develop an aged care residential service in Tasmania with 50 beds – our first interstate development.

The Tasmanian Government has recognised the need for an aged care specialist to develop a residential service for elderly, financially disadvantaged men and women and in a competitive tender, Wintringham secured the management rights. The Tasmanian Government will build, at their cost on land they own, an aged care service to our specifications modelled on our existing facilities.

It's an exciting development and we are pleased to have the support of the local community with many people contacting us about the future service and the resultant job opportunities.

During the year, we commenced what we believe will be the first not-for-profit Supported Residential Service (SRS) in an environment completely dominated by for profit businesses. This 45-bed service at Angus Martin House in Frankston, made possible by an extraordinarily generous grant of \$5 million from the Peter and Lyndy White Foundation, is perhaps a signpost to a future solution to elderly homelessness.

The concern I have for the plight of elderly homeless men and women should not in any way take away from the enormous pride I have in the services Wintringham provides and the inspirational loyalty and compassion that our magnificent staff show to both our clients and our organisation. Our staff don't just believe in social justice, they are actively doing something about it.

As in all previous years, I want to thank these wonderful people who work with clients whom the aged care sector has forgotten. They are ably led by Helen Small and Michael Deschepper whom I particularly want to acknowledge. To Jeffrey Gole and his board who similarly share the vision of Wintringham, go our thanks.

And finally, I would like to remember Patrick Walsh. Patrick was a much-loved symbol of the people that Wintringham cares for. He will live on in our memories, in our logo and in the housing at Flemington to be named in his honour.



1986 ... Gordon House.

then

2017 will forever be known as the year Wintringham broke state boundaries and began work to offer our services interstate. Tasmania, here we come! This is – literally – miles away from where we started.

As the sole employee of the not-for-profit he had incorporated in 1989, Bryan Lipmann's initial focus was in finding homes for the older residents of Gordon House night shelter. Would the vision back then, remaining today as strong as ever to staunchly fight for the rights of the vulnerable elderly, ever have foreseen the success the organisation celebrates today?

Kelly Jackson is the Southern Metropolitan Community Housing and Support Manager of Housing and Community Services. Her career begins too at the night shelters of Gordon House. She talks on what life was like back then if you were destitute and what opportunities may present today.

Growing up my Dad was very much accepting of all people. Always drumming into us never judge a book by its cover. That's how we were brought up. Yes, you might sometimes get shocked by something you see on the outside but if you just take a minute to look inside, you never know what beautiful thing might lie underneath. That's what I found at Gordon House.

I'd felt like I'd walked into a documentary. With my heels and my little skirt, I was dressed like I was going for a secretarial job. I was thinking I'm in the wrong place; it was all industrial, steel yards. There's all these people hanging outside, drunk as, and you know the wolf whistling and I remember thinking I was going to get killed. It felt like a scene from a horror movie and then I open the doors and go inside and "my god I have never smelt urine like that!" There was so much activity going on, people were buzzing in and out, I didn't know who was staff and who wasn't, everyone was sort of dressed the same. I had no experience, except for a couple of voluntary projects but they were sort of more like arts stuff and I'll never forget they said we're a bit concerned you're female and you're young. I convinced them to give me a go and said "if I don't like it then I'll

leave". I was hooked straight away. I saw it like an adventure.

Gordon house was such a different place to work and was filled with such characters, amazing characters that you wouldn't find out there all in one place. When I started they had a big kitchen, it was like a hotel. Some of the older residents that were there had the option of us bringing their food into their room. We knew they wouldn't come down for their meals, so we would take them up to their rooms. Some residents would check in and stay for the night or the week, and then others would stay for 20 years. There was a bar too. People who didn't live there would come in and have a drink, a lot of people congregated there.

Every day you'd get a list of everyone staying and you'd pretty much do a door knock for everyone to check on them. There were about 120 people. Some needed a lot of help. You had a shower room, which was just a concrete room. Some you'd do their medications, some you'd do their breakfasts or collecting urine bottles. None of the rooms had a toilet or bathroom. They had to share a communal one in the hall. People wouldn't go in the night because of the risk of getting bashed. I did see some horrible things at Gordon House. I remember

turning up one day and parking my car and someone had jumped out the window. Other people were already gathered around but everyone walked away saying they didn't see anything.

I had no training at that point. Job titles were very broad; you just did what you had to do. There weren't any standards that you had to meet. There were no guidelines, no position description.

Nowadays there's clearer direction on what's expected. It is safer in the workplace, but the one thing that Wintringham do that we've taken from those days at Gordon house is the whole thinking outside the box, being creative with the way you care for someone. That's the thing I can see is the same from those days. As a worker, you're given the scope to be creative and different.

One day we got notification Gordon House was closing down. That started that whole talk and I went with the guys to Mclean Lodge in Flemington. Some people decided they didn't want to move into a facility, they just went their own way, but then later they came back, they were found again. The move was pretty easy, the guys had no furniture it was a just a couple of garbage bags. That was very powerful, to see people go from that environment and then go to this brand new place, where they thought it was too good to touch. A lot kept their bags packed in case they had to go. Once they started demanding stuff then you knew they were alright.

There weren't many women, mainly men. There are a couple I remember, like Eunice Seddon and Sandra Maybury.

The stigma for homeless people remains as strong as ever. There's a thinking people need to get themselves out of their rut.

6 Our past is crucial to our present

The problem is individualised. Unfortunately I don't think we'll ever be out of a job. Homelessness is not going away. Even when you provide the housing, if you don't provide the support, there's a big chance of failure.

Our past is crucial to our present. The qualities that I expected of me all those years ago are realised in the options and excellence we strive for in the services we offer our clients now. The advice I often give to staff is that you have to open your eyes to what is hidden, broaden your knowledge and experiences and know that you can and will make a difference.



2017 ... Kelly Jackson.

Sandra Maybury has known Wintringham for a long time. She is the last of the residents that moved from Gordon House and remains living at our Lionsville Housing Site in Williamstown today. Here she shares her journey which began on a bus that brought her from Sydney to Melbourne.

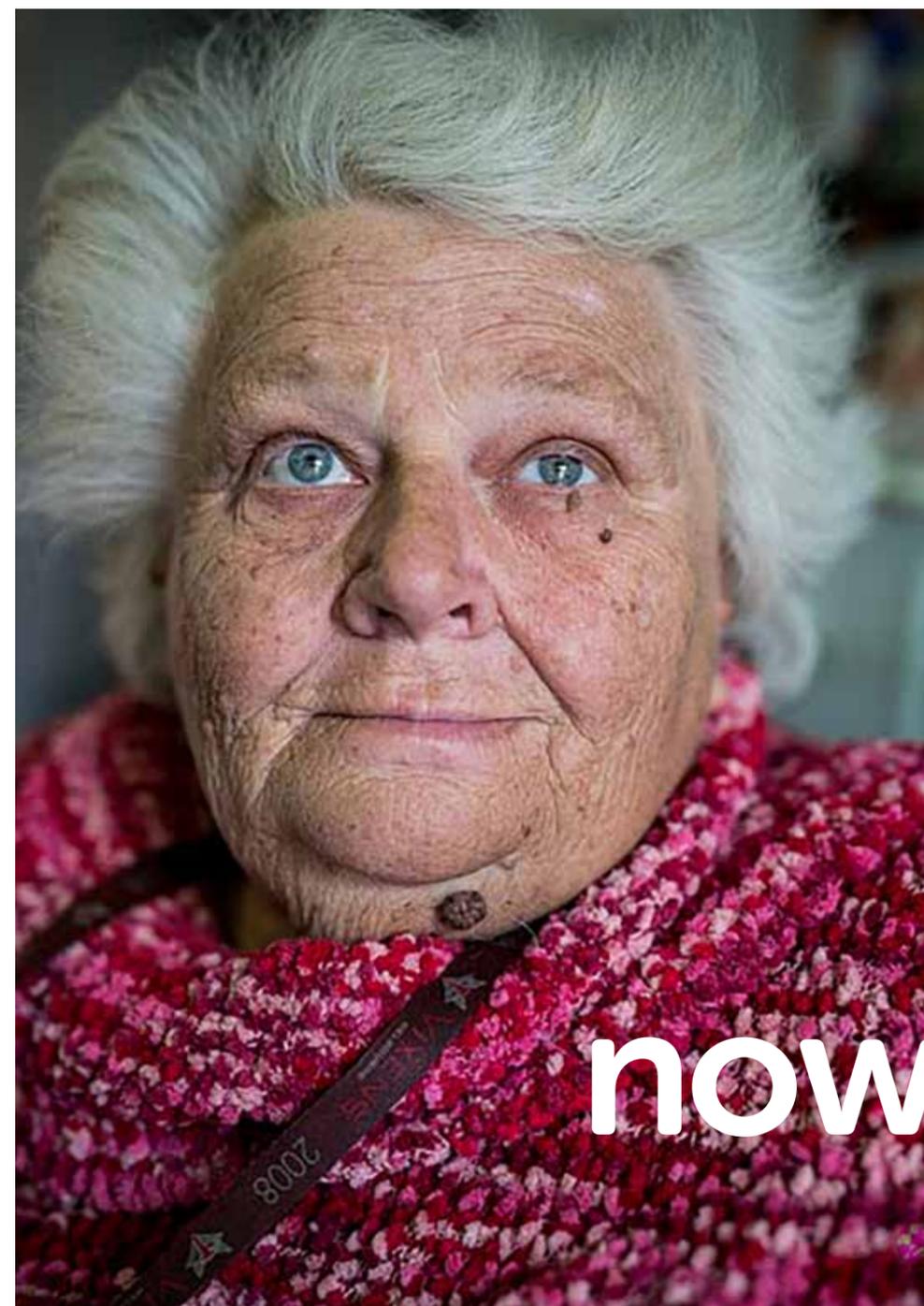
I moved from Bankstown in NSW when I was about 32. I came straight down and moved into Gordon House. No one else moved to Melbourne. We caught the bus down from Sydney. We arrived in Melbourne early in the morning and had coffee at the bowling alley in town. It was winter and it was freezing. I was shocked to see how big the city was.

My husband's name was Noel. We met at a milk bar in Summerhill, there was a little hostel where I lived, and he lived there and we met. We got married in a registry; I had a dress and bouquet. I haven't got a photo, but my mum would. Noel was very tall, a lot taller than me. We moved into Gordon House, we had the bridal suite. There weren't many couples staying there. It was rough at times, but they looked after us; we got meals and there was a doctor. Noel ended up at the St Kilda hospital and died with clots on the brain. He's buried in Fawkner. Before I lived at Gordon House I worked in a factory, folding stuff and putting plates together and stuff like that. I didn't work there long. I had a quiet time in Gordon House, I was there just before it shut down. Before moving into Lionsville, I went over to St Kilda where I lived with all women.

My mum came from Italy and my dad was English. I have two sisters and two brothers. My mum made chicken on a Sunday with vegetables and sweets and Friday we had fish and chips. I would help my mum with the cooking and shopping. I went to primary school and high school and I went to business college and I tried to get into a Sydney university, but my father wouldn't pay for it. I got my intermediate. I was a Sunday school teacher.

I have a son, but he's in NSW. I haven't seen Jeffrey for a while. I had him before I was married. He's my little baby. You can't help those sorts of things. Noel signed for him, he adopted him. I was 26 when I had him. I started smoking when I was pregnant; I was shaking all the time. It was a bit of a shock getting pregnant. It's a lot of hard work and sometimes it never gets you anywhere, or you fail. Life's not very good sometimes...

I moved into Lionsville in Williamstown when I was 42. My father's been here and my brothers and sisters. They've all come to visit me. Jack was my friend, he got me in here. He was also living at Gordon House. I've been in Williamstown for about 25 years. I've got David as my neighbour now. I go out shopping to get odds and ends for my flat. I go once in a blue moon to Altona Gate, but Williamstown is cheaper. I like looking for a bargain, just like everybody else. We used to have to pay for the electricity and the water, but I don't now. I don't know much about it. I get meals on wheels delivered too, I like lasagne and I like living here. I come into the community room and play bingo. That's about it.



2017 ... Sandra Maybury.



2000 ... ABC report by Andrea Ulbrick.

No other indicator seems to warp time more than the speed of change within technology. Ricky Foy, recently appointed to Wintringham's elite 20-years of service brigade, has seen them all and takes us through his experience of the developments Wintringham has kept up with. Only with the benefit of hindsight can he giggle at some of the devices we thought were 'cutting edge' at the time.

Twenty years ago, I started as a contractor offering my speciality in financial software packaging. Head office at that time only had a first floor; the top floor was still being built. It was January when I started, and it was as hot as anything, all we had were fans. There weren't any toilets either, just a portaloos in the car park. The department back then was only four of us. That was it. When there was a party for a site, everyone went. The whole head office packed up and would go out to join in. There seemed to be a lot of parties back then.

The office set up was just a board room for the four workers, finance, HR and of course Bryan. Construction was going on all around us and it was very dark. I came from the corporate world, so it was a very different working environment for me. I wore a suit and tie when I started, but it was pretty laid back at Wintringham. We started out as the finance team, and then evolved into I.T. and now we have analysts. Shows you how much we've grown. Back then, there were no titles as such. Harry was known simply as 'the accountant'. He was the first CFO.

Once we got payroll software, that's when it started to take more shape. We grew a lot from there, that's when I started to do more project work. That was around the year 2000. Community aged care was really taking off, and that was the growth of a lot of the satellite sites.

I think there have been some outstanding milestones in I.T. over the years. The biggest for me was moving from in-house I.T. management of service to infrastructure as a service with Macquarie. That was a huge investment of time and money. Prior to that change, we managed an actual physical server, as we grew, we increased servers and added boxes to manage all the data. It's all in the cloud now. For most users, it didn't change what they saw on the screen, but for us in I.T, it was the biggest challenge thus far.

Another milestone working here was the offer of paternity leave when my daughter was born 16 years ago. ABC approached us to do an interview. It is funny looking back on the footage now. Caitlyn was a baby and she was sick and she threw up all over me. They cut that part, but when you look at the footage, my shirt is different from the start and finish.

It was a major landmark; we were one of the first organisations in Australia to offer paternity leave to staff, hence the interview and its significance. It's still embarrassing to look back at the footage now.

Phones and the changes that we've seen is a huge indicator of how quickly we've progressed. I remember just before mobile phones were mass produced, we had PALM handhelds. There were

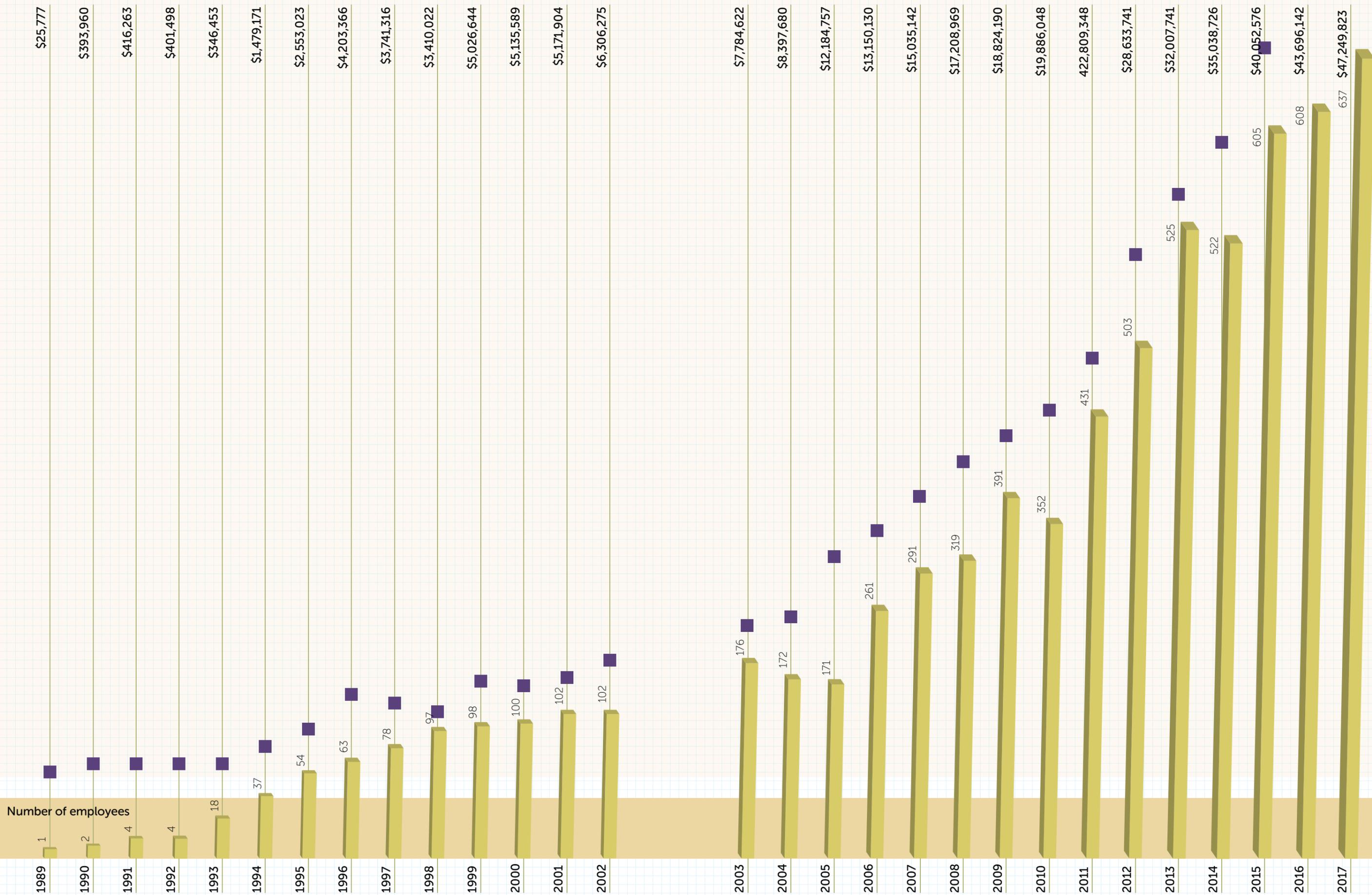
two versions I remember. They gave you the ability to manage appointments and I remember most of the managers got one. It was a palm pilot. You could synchronise your calendar from the PC onto the Palm. It wasn't long though before mobile phones became ubiquitous. It's funny to look back and think about the evolution of the technology and how it's changed and dictated our lives. Back then you'd get off your chair and go and talk to someone or visit them. Now you just email. Remember memos?

We've grown quickly, and of course the emphasis has been to spend on client services. With all not for profits there's not a lot leftover, but I think we've been very good at getting value for money with our I.T. If we knew now what we did then, we probably would have invested differently in the infrastructures of our systems. We're now spending a lot of time reflecting on what we've learnt. We're applying that knowledge and have put in a lot of time and energy into planning. As a team, we're looking at all the systems and how we can streamline the applications that will take us into the future. We've now got the expertise required to roll it out. It's a very exciting time.



2017 ... Ricky Foy.

Timeline of growth Annual turnover





2017 ... Shane from Shepparton.

Wintringham first made the exciting move into regional Victoria when appointed to manage the portfolio of housing created by Alexander Miller. In 2008, having recognised that the Miller Estate required ongoing specialist housing expertise, the Trustees appointed Wintringham Housing as their partners in redeveloping and revitalising the Miller housing stock. It was a new chapter in the Alexander Miller Estate story, and expanded Wintringham Housing stock and support services across rural Victoria.

The Miller Estate was the springboard enabling the growth and expansion of Wintringham services beyond metropolitan Melbourne; an endeavour long sought after by founding CEO, Bryan Lipmann. Having lived and worked as a jackaroo for more than 16 years, his passion to support those who live in the bush and meet the need for regional Victorian elderly homeless people was finally realised. The services range from Outreach Support, Home Care Packages and an impressive housing stock of more than 250 independent units. To date, the partnership has supported and housed approximately 360 people.

Birgit works in our Shepparton office. She migrated from Germany 20 years ago forging an eclectic career ranging from medical lab technician to owning a boat-cleaning business to shiatsu therapist, and now in community services. Self-described as having 'cleaned her way through the country'; Australia was the last place she passed through whilst travelling and she stayed.

Here she shares her experiences on what it's like to work in regional Victoria supporting blokes like Shane.

It's a bit different in regional Victoria and the options are limited for Shane. The nearest support would have been Shepparton. As soon as you mention there's some alcohol dependency, it's a 'no no'. That's where we're a little different. A lot more open, we don't judge the lifestyle choices of our clients.

Shane was living in a little wooden cottage, sharing with his brother. No toilet. No heating. They had to walk up and down with buckets of water to the house. The boys inherited it when their father passed away. We could do a public housing application but he would have been a low priority. We had a vacancy in Benalla, about 40 minutes from Shepparton. I think because he wasn't familiar with the town, he declined the offer. At that point, he wanted to stick close to his brother and leave things as they were, so we respected that. We called a couple of times during that year, just to check in, and then this one time I called and his brother sounded a little concerned and said that they were needing extra support. They'd given it their best shot and there was no way that Shane could come back to live in the family home.

I grew up in Broady. My father sold up and moved us all to Numurkah when I was about six years old. There was my mother, my father, my brothers, my sister and that's it. We didn't know anyone. Dad just worked here and there, whatever he could pick up. I don't remember much about it, I just sort of wandered into it. Well when you're six, you tend to don't you. I'm the second youngest. We all went to the same school...I never went to high school.



2017 ... Birgit.

A hospital can't just discharge anyone, so we had a meeting, we tried to get Shane on a Home Care Package. He was only 55, but we tried a referral based on the grounds of premature ageing, but the referral was declined. Someone then had the thought about whether it was worth considering his indigenous background. We dug deep and discovered that yes, in fact, there were family connections, so we submitted it all again, and this time the application was accepted. We started looking at all the options. A vacancy at Port Melbourne hostel came about and I jumped on it. It took some time to get everything lined up. Working in community services, I haven't really seen too many cases where people move from the country to the city. I think because Shane had lived in Melbourne before, he was open to the idea when we put it to him.

I got a job on a dairy farm. I walked, or rode a bike. Sometimes I'd hitchhike. I'd feed the cattle and just do general handy man's work. It was seven days a week, but you have one day off in the week. You could pick your day off. I got paid about \$90 a week. Wasn't bad for a kid. I was there for about four years. After that I moved to Broadmeadows. I just wanted out. I wanted to get away from the farm, and see what factory work was like. I worked at Falcons in Bayswater. Between all that I got married. I put an ad in the paper, and she answered the ad. My father wrote it for me because I can't read or write. She was from the islands. She was good, she was a good cook. We got a place in Bayswater. She just went her own way in the end; things happen. I just kept to myself a lot, then paranoia kicked in, and then schizophrenia. The drugs kicked in and the alcohol kicked in and all that sort of stuff. Then the heavy drugs kicked in. Then the bike gangs came along.

With housing support work you come across everything. There's such a variance. We see a lot of people sleeping near the river, lots of indigenous people. Shepparton is incredibly diverse. We see more men aged between 50-60 years, who are single, never been married, or relationship breakdowns.

We generally drive our own workload. It's a very autonomous role, but we know how interconnected we are. Shepparton is a hub for refugees too, a lot of traumatised older people and a lot of isolation. We get a few domestic violence cases; and a high incidence of women who don't speak English. They've been isolated for so long and not integrated into the wider community. Many haven't had the opportunity to learn English, which is a common problem.

You get picked up by them, then they take a liking to you, that's just how that goes. Then you get stuck in that cycle and can't get out. We were called the Heathens. The club folded in the end. Thank God, it was the only way out. If it hadn't of folded I'd have been in trouble. You could be dead, or you could be in jail. You had to do crime to survive. You don't get told, you just offer. That's the way it is. There were good times there, good times. I don't see them anymore, I might see one or two floating around but I don't see them that often.

More housing is always the solution. There's such a shortage of options. More services are also needed. I made a referral for a client with an Acquired Brain Injury over 12 months ago, he still hasn't been seen. ICE and other drug addiction is also a problem. We have clients whose children are affected. Parents can't close their doors to their children. We manage fights, theft, financial abuse, and broken tenancies. There's no quick way into housing, but we have never not found something. I don't know how others do it, but we have great capacity to give them a client-centred approach by giving them the time they need. The success rate is pretty much 100 per cent so long as you engage with us. That's a key ingredient. Often, we're the last service after people have moved from service to service, transient and slipping through the gaps. At the moment, we're having referrals for people suffering the fallout when the Bankia Group went belly up, where people lost everything, they sought refuge in the caravan park, which served as a solution whilst they were younger, but now they're ageing they can't sustain that.

Oh my brother got onto them. He sorted that out. They said 'hey why don't you move down to there?' I thought why not? Well I suffered a lot with schizophrenia, paranoia, suffered heaps with it. It's alright here, it feels like home. I don't miss the bush at all. My brother said "have you been going out?" I said "na", he said "what, you just been sitting there?" And I said "yep". I feel comfortable, the people are all good. The people are good here. I like documentaries on Foxtel and whatever's on. I don't know what's on the menu today, but it'll be something good.

The human spirit and what's inside of us, is ever interesting to me. The battler spirit is prominent here. People have been duped, lost it all; savings, home, super, but somehow manage to find a solution. Find a reason to keep going. It's ever interesting to me.

Wintringham timeline

1989	Company started
1990	
1991	
1992	Flemington head office open
1993	Williamstown Lionville Housing
1994	McLean Lodge Hostel
1995	
1996	Port Melbourne Hostel
1997	
1998	
1999	Kensington and CBD Atkins Terrace, Guildford Lane, Ebsworth House
2000	McKinnon Community Hub
2001	
2002	Seddon Community Hub
2003	
2004	East Bentleigh Independent Living Units Moorabbin Community Hub
2005	Avondale Heights Ron Conn Home
2006	Flemington Rooming Houses
2007	Northern Community Hub
2008	Wintringham Housing Ltd established
2009	Dandenong Community Hub
2010	Eunice Seddon Home Keysborough Community Hub Delahay Housing
2011	Shepparton, Euroa, Maryborough, St Arnaud, Geelong and Ballarat Housing and Supports
2012	Benalla and Castlemaine Housing and Supports
2013	
2014	Coburg Gilgunya Village and Housing
2015	
2016	Heathcote Housing
2017	Frankston Angus Martin House SRS
	Tasmania in 2018



2017 ... Alex in his CBD unit teaching a painting class.

Wintringham endeavours to create communities through its support work, models of care and commitment to providing recreation supports. It could be argued that a healthy display of Culture and Art is a reflection of a healthy community.

Wintringham intrinsically strives to create endless opportunity for self expression through many creative forms and aims to break the cycle of isolation through its model of care. By creating a safe place for self expression without fear and providing environments where people can gather and make something new is part of what we love to do. The Wintringham Art Show, this year, saw over 120 artworks entered, almost 50 more than our inaugural year. We see this as a celebration and demonstration of our vision in full-bloom. As we grow and strive to retain the culture of inclusion and familial supports to all the people we aim to reach, this is one event, like a colourful ribbon weaving its way around the state, through the city, around the suburbs, that brings all the wonder, creativity and imagination to life for the Wintringham event of the year. The Wintringham Art Show.

Ted from Euroa said, 'he is inspired to make art until one of his pieces makes it into the Wintringham Calender'. Alex from Geelong said his visit to NGV to see the Van Gogh exhibition as part of the regional art project, (funded by RACV Community Foundation, and facilitated by Miecatt) gave him the inspiration and impetuous to enter his amazing drawings into the Art show, and provided inspiration for the totem pole he painted as part of the art installation at our Highton Housing Site.

We see these examples as a reflection of our commitment to cultivate a meaningful, fulfilling life for people who have been homeless or at risk of homelessness.

Alex Brown and his Art were highlights at this year's show. His painting 'Brighten my Day' featured as the official invitation to the opening event.



Here's a little about Alex and what it's like living in the CBD.

I've lived here a couple of years now, on Guildford Lane. You can't get into the front door today because they're digging up the laneway. They call it progress.

I was living in a boarding house in Parkville and I saw on a notice to join an over 50s run by Wintringham. I don't normally join things like that, but I was so lonely, I said to myself "I gotta get out and socialise." I wanted to meet people that were getting themselves together. It turned out to be excellent. That's where I started getting into my art. I went along for about a year. Living in a Boarding house, they said it was classed as being homeless. I didn't consider it, because I lived in the park for a while, that's homeless. I'd had my name down for government housing for a while and hadn't heard anything, so I say 'yeah I'd be interested in cheaper housing'. I was on a pension then, and still now. Most of it goes towards rent and the rest for food. Summer isn't so bad, but in winter you can't survive without the heater, so it costs a lot more.

I used to live in a shared house with five others. It just got too expensive, electricity was going up, water was going up, and then the rent went



up, so we thought to try and find a cheaper house. I spent a year living in the car and a year in the park. I'd go to the city baths and Bentleigh Park to wash. I've got emphysema too, so I can't walk up the stairs without getting puffed out. I've had it for about 10 years. I was working as a painter and decorator, it went from paint brushes to sprays, I think that's where my health suffered.

I was born in New Zealand and came over when I was 20. My mum and aunty are still there. I went back years ago, but there was nothing there for me to stay for anymore. I moved around a bit, travelled, then settled down for a while. I got involved with an ashram and stayed there and got involved in a relationship, and ended up getting married and had a couple of kids. It didn't work out. What can you do?

I need support when dealing with people on the phone, I really lose my patience and I get angry. It does my head in; I don't have the patience for that. I don't know what I'd do without the services of Wintringham. Sometimes I feel the need for a drink to calm my nerves; I learnt the hardest way possible that's not the way to handle things. A lot of things come into your life to test you, and if you're not ready for it, it'll knock you. But I feel strong now.

I go to an art group now, I'm like a client like everyone else, and people are asking me how I'm doing things, and I volunteered a couple of times here in my flat, showing people how I paint. Everyone turned up that day. Everyone walked away with a painting. From being homeless, here I am volunteering, teaching, making art and now selling art.

Ever since I was a kid, I always had a creative flare. One day when I was living in Bentleigh I found an old canvas in the street rubbish, and I painted a sun over it, then when we moved from there I put it on the

nature strip, and within minutes it was gone, so I thought someone liked that! So I've sort of continued with that. I usually get second hand canvasses; people throw them away, so I use them and paint over them. When I joined the group at the drill hall, people started saying "gee I like that". So I kept going you know.

I think that's sort of how life goes. You're life is the canvas, with some pre-existing colours, and you make do and make it better. Using your creativity to make it into something you like to look at.



STATEMENT OF COMPREHENSIVE INCOME

	2017	2016	2015	2014
	\$	\$	\$	\$
Revenue from operating activities	46,231,578	42,602,272	39,042,859	33,954,563
Other revenue	1,018,245	1,093,870	1,009,717	884,163
Total revenue	47,249,823	43,696,142	40,052,576	34,838,726
Employee benefits expense	35,052,767	33,237,368	29,946,302	25,737,412
Finance costs	117,462	84,553	109,692	120,479
Resident and client services	5,250,780	4,196,055	3,506,889	2,999,679
Property maintenance, utilities and insurance	2,849,494	2,624,351	2,777,053	2,640,072
Administration and other expenses	1,882,312	1,848,512	1,718,466	1,267,065
Total expenses	45,152,815	41,990,839	38,058,402	32,764,707
Surplus before depreciation	2,097,008	1,705,303	1,994,174	2,074,019
Depreciation on property, plant and equipment	2,546,489	2,267,541	2,453,470	1,945,157
(Net surplus / Net deficit) before capital items	(449,481)	(562,238)	(459,296)	128,862
NET SURPLUS / (DEFICIT) BEFORE CAPITAL ITEMS	(449,481)	(562,238)	(459,296)	128,862
Revenue from capital grants, donations and asset transfers	8,062,145	1,606,449	9,110,310	400,000
Net surplus for year	7,612,664	1,044,211	8,651,014	528,862

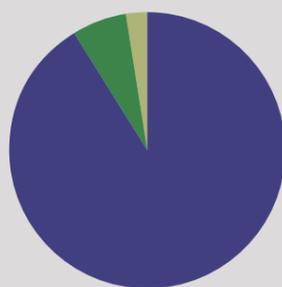
STATEMENT OF FINANCIAL POSITION

CURRENT ASSETS				
Cash and cash equivalents	10,456,317	13,629,109	12,474,269	6,267,424
Trade and other receivables	705,060	1,078,838	1,971,391	1,760,882
Inventories	69,231	66,172	69,873	61,942
Other current assets	200,406	1,202,025	209,014	121,151
Total Current Assets	11,431,014	15,976,144	14,724,547	8,211,399
NON-CURRENT ASSETS				
Investment property	506,193	515,372	524,294	533,344
Property, plant and equipment	89,652,654	79,516,005	77,689,752	69,880,098
Total Non-Current Assets	90,158,847	80,031,377	78,214,046	70,413,442
Total Assets	101,589,861	96,007,521	92,938,593	78,624,841
CURRENT LIABILITIES				
Trade and other payables	6,611,969	5,853,511	3,322,112	2,956,163
Short term borrowings	7,635,872	10,704,106	11,964,754	7,669,661
Short term provisions	6,118,581	5,621,661	4,932,187	3,893,322
Total Current Liabilities	20,366,422	22,179,278	20,219,053	14,519,146
NON-CURRENT LIABILITIES				
Long term borrowings	846,430	1,157,948	1,119,319	1,126,768
Long term provisions	337,090	243,040	217,177	246,897
Total Non-Current Liabilities	1,183,520	1,400,988	1,336,496	1,373,665
Total Liabilities	21,549,942	23,580,266	21,555,549	15,892,811
Net Assets	80,039,919	72,427,255	71,383,044	62,732,030
EQUITY				
Reserves	3,507,554	3,507,554	3,507,554	3,507,554
Accumulated funds	76,532,365	68,919,701	67,875,490	59,224,476
Total Equity	80,039,919	72,427,255	71,383,044	62,732,030

CASHFLOWS FROM OPERATING ACTIVITIES

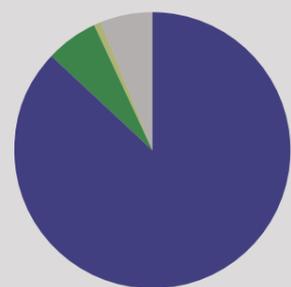
	2017	2016	2015	2014
	\$	\$	\$	\$
CASHFLOWS FROM OPERATING ACTIVITIES				
Cash receipts in the course of operations	48,052,913	44,582,261	39,771,961	35,687,050
Interest received	172,573	259,745	228,668	110,072
Cash payments in the course of operations	(44,536,911)	(39,788,750)	(37,852,219)	(32,119,956)
Borrowing costs	(117,462)	(84,553)	(109,692)	(120,479)
Net cash provided by operating activities	3,571,113	4,968,703	2,038,718	3,556,687
CASHFLOWS FROM INVESTING ACTIVITIES				
Proceeds from sale of non-current assets	80,521	77,005	156,382	21,519
Payments for property, plant and equipment	(5,615,004)	(3,595,483)	(1,615,082)	(992,167)
Payments for acquisition of a property or business	506,119	(524,509)	(3,968,066)	-
Net cash (used in) investing activities	(5,028,364)	(4,042,987)	(5,426,766)	(970,648)
CASHFLOWS FROM FINANCING ACTIVITIES				
Proceeds from borrowings	-	-	1,402,044	-
Repayment of borrowings	(314,431)	(328,019)	(460,100)	(356,642)
Proceeds from capital grants and donations	1,735,000	20,000	8,179,647	200,000
Net receipt / (repayment) of accommodation bonds	(3,136,109)	537,143	473,302	72,337
Net cash provided by / (used in) financing activities	(1,715,540)	229,124	9,594,893	(84,305)
Net increase / (decrease) in cash held	(3,172,792)	1,154,840	6,206,845	2,501,734
Cash at the beginning of the financial year	13,629,109	12,474,269	6,267,424	3,765,690
Cash at the end of the financial year	10,456,317	13,629,109	12,474,269	6,267,424

Our income



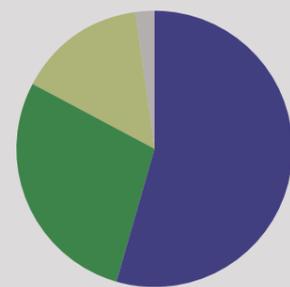
- Federal Government recurring
- State Government recurring
- Other income
- Investment earnings
- Private grants and donations

How we spend it



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

Business segments



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

CLIENTS

	2017
WITH NO ASSETS UPON ADMISSION	
2017	52%
WITH LESS THAN \$10K UPON ADMISSION	
2017	75%
AVERAGE STAY (YEARS)	
Home Care	2.95
Residential Care	3.65
Housing	4.58
TYPES OF PENSION	
Aged (%)	75%
Disability Support (%)	24%
DVA (%)	1%
AVERAGE AGE	
Home Care	75.31
Residential Care	73.87
Housing	70.25
MEN	
Home Care	319
Residential Care	195
Housing	276
WOMEN	
Home Care	351
Residential Care	88
Housing	255
STAFFING PROFILE	
Total staff	637
Full time staff	113
Part time staff	399
Casual staff	125
Average age of staff	48
Male staff	19%
Female staff	81%



1991 ... Eunice Seddon. One of the first females to move from Gordon House into Wintringham.



2017 ... Jules, Jack Gash Housing.

What does Wintringham do?

Wintringham is a not-for-profit welfare company founded 28 years ago. Our mission is to provide dignified, affordable, high quality care and accommodation to frail, elderly men and women who are homeless or at risk of homelessness. We assertively advocate for this group to State and Federal government, as well as in aged care, homelessness, housing and other forums.

The company's forward thinking approach to aged care has made it an international benchmark for action on elderly homelessness. Our services include:

Residential Aged Care

288 beds (6 facilities – McLean Lodge in Flemington, Port Melbourne Hostel, Williamstown Hostel, Ron Conn in Avondale Heights, Eunice Seddon Home in Dandenong and Gilgunya in Coburg).

Supported Residential Service (SRS) 45 beds.

Angus Martin House in Frankston.

Community Aged Care & Housing Support.

679 Home Care packages managed from 7 offices – Western Housing and Support at Seddon, Northern Housing and Support at Ascot Vale, Inner Southern Housing and Support at Moorabbin, Southern Peninsula Housing and Support at Keysborough, Regional Housing and Support at Geelong, Shepparton and Creswick. Assertive outreach and support through programs including the Homelessness Innovations Action Project (IAP), Housing Support for the Aged (HSA), Older Persons' Outreach Program (OPOP), Housing Establishment Fund (HEF), Assistance with Care and Housing (ACH), Access and Support and 3 Activity Groups based in Keysborough, Williamstown and Delahey.

Housing

532 predominantly one-bedroom units: Jack Gash Housing in Avondale Heights (18); Atkins Terrace in Kensington (20); 2 Rooming Houses in Flemington (9); Lionsville in Williamstown (60); Delahey Housing (124); East Bentleigh Housing (20); CBD apartments - Ebsworth House (24) & Guildford Lane (16); Gilgunya in Coburg (12); Macedon Ranges Shire (49) and Heathcote (17).

Alexander Miller Memorial Homes in: Shepparton (36), Highton (34), Manifold Heights (14), Ballarat (14), Euroa (8), St Arnaud (13), Maryborough (12), Belmont (12), Castlemaine (10), and Benalla (10).

Support Services

Clinical Care; Food Services; Recreation team providing services for more than 20 programs; Research; Maintenance; Projects; Finance; Analysts; I.T; Human Resources including OH&S, and Communications.

By donating to Wintringham you will be helping those whose lives have been hard beyond reckoning.

Please go to our website and donate by using the secure portal there: www.wintringham.org.au

As a donor you can be assured that your gift will be used efficiently, responsibly and directly in the assistance of people in need.

Should you be interested in a larger philanthropic partnership, or in including us in your will, please contact our Head Office on 9376 1122 or admin@wintringham.org.au

Contact details

Telephone

03 9376 1122

Facsimile

03 9376 8138

Email

admin@wintringham.org.au

Website

wintringham.org.au

Head Office

L1, 346 Macaulay Rd
Kensington VIC 3031

Postal Address

PO Box 193
Flemington VIC 3031

Wintringham

ABN 97 007 293 478

Wintringham Housing Ltd

ABN 84 129 707 937

