

ANNUAL REVIEW 2008 – 09

20-YEAR ANNIVERSARY EDITION



Wintringham

The legacy of Tiny Wintringham

Tiny Wintringham is the portly gentleman with his arms outstretched standing in the doorway of the original Gordon House, a night shelter where he lived during the 1960s.

In 1970, the owners of Gordon House had decided to have the building pulled down because it would be too expensive to make it compliant with fire regulations. Knowing that he, and other long-term residents, would thereby be made homeless, Tiny approached politicians, the unionist Norm Gallagher (leader of the BLF) and newspapers. He made sufficient fuss that the State Government was forced to build another Gordon House for Tiny and his comrades. Tiny was quoted in the newspaper as saying, "Gordon House is a club – it's essential for many blokes who have otherwise got no hope. But they don't want assistance from charitable or religious organisations. They want freedom and independence – to be their own men as far as possible."

Tiny's success in countering seemingly insurmountable odds continues to inspire the company that was named in his honour and has led Wintringham to begin a tradition of naming its services after homeless people.



Chief Executive Officer's message

For 20 years I have written formal Annual Reviews. On this momentous anniversary I hope you will indulge me while I spend some time reminiscing on this quite remarkable journey. Some of my memories include:

- Sitting in the first office of Wintringham, as the sole employee, on the first day of the new company and wondering, "What do I do now!"
- Memories of what it was like to live (and work) in Gordon House, the largest night shelter in Australia. The truly terrifying moments of violence passing seamlessly to 'random acts of wanton kindness', as someone once described the way residents often looked out for each other.
- Finding 'Old Joe' in one of the tiny Gordon House bedrooms. Unknown to any of us, Joe had been 'discharged' – the word that Prince Henry Hospital used when they dumped a homeless client at Gordon House – with two broken arms, both in plaster. Unable to wipe himself after going to the toilet, Joe sat in his gloomy room for three days until we came across him after one of the other residents heard him groaning.
- The frustration and growing anger as we watched old men and women dying at Gordon House, unable to gain access to the aged care system. The reluctance of the church and charitable aged care providers to take our homeless residents remains a scandalous blight on the ethics of the industry.
- Buying the first block of land with money donated by the Brotherhood of St Laurence, on which we built McLean Lodge – named after Pat McLean, an irascible Irishman from Gordon House. The losing bidder was the Office of Housing. (Sweet!) And then a few months later, with Allen Kong our architect, pegging out the shape of the rooms with string because I didn't know how to read his architectural drawings.
- At about the same time, we took over Lionsville in Williamstown and started to design our Williamstown Hostel on the adjacent land which was next to a cemetery. Concerned about the proximity of the local cemetery and aware how this would challenge the orthodoxy of the day, I door-knocked the residents of Lionsville and asked what they thought about living next to a cemetery. One dear lady told me, "It's not the dead ones you have to worry about Mr Lipmann!"
- The emotional day when the first homeless residents moved into McLean Lodge in 1993. Armed with fresh undies and a few welcoming cans, a community was created.
- Helping carry Arthur Jepson out of Leo's bedroom after he had fainted while watching McLean Lodge's cat Smokey give birth to kittens on Leo's bed.
- Watching Allen Kong do running star jumps on the Swallow Street site when I told him he would be the architect for that hostel as well as McLean Lodge.

- Winning the United Nations World Habitat Award for our Port Melbourne facility – and travelling overseas with Allen and Dot to receive the award. What a buzz!

- Meeting and working with senior Commonwealth bureaucrats like Jane Halton, Mary Murnane and Andrew Stuart – all of whom shared the vision of making aged care accessible to the homeless.

- Port Melbourne resident, John Crawford, telling Julia Gillard that he has voted Liberal and barracked for Collingwood all his life. Julia replied, “Well John, that’s two mistakes you’ve made.”

- In 1999 being able to give Ron Conn a room at our new housing services at Atkins Terrace. Ron was a tough old friend from Gordon House who had fallen on hard times. Ron soon developed cancer which he would eventually succumb to. During the two years he battled that terrible disease, Ron ruled Atkins from his bed, receiving visits from friends who gathered from near and far (including his old girlfriend with her husband). Ron went to hospital for only two days in all that time, thereby proving to us that it was possible to create a ‘home until stumps’ – the unofficial Wintringham slogan. Naming our new nursing home in his honour was a very emotional day for many of us who knew and loved Ron.

- Asking ex-Gordon House resident Eunice Seddon if we could use her name for the new Dandenong facility. After some deliberation Eunice said, “Geez – I’m going to become famous!”

- Robert and Cheryl’s disappearance from McLean Lodge which sparked an interstate police search. They were discovered in a motel only a couple of kilometres from McLean a week later. Said Cheryl, “I never let him touch me!”

- Jess doing a runner from Ron Conn Nursing Home, heading off to Western Australia on his electric wheelchair! Our manager, Julie Richards, found him a way down the road with his ‘wheelie’ loaded up with a cask of wine, urinal bottle, and his fishing rod that stood up at the back of the cart like a flag. Traffic was blocked back for more than a kilometre behind him.

- Watching (with enormous pride) young and enthusiastic workers develop into some of the finest managers in the aged care, housing and homeless sectors.

To all of you named and unnamed people who have been part of the voyage – thank you for making it so enjoyable.

Bryan Lipmann AM
CEO



Wintringham people

PICTURED 1–4: Elizabeth Ozanne, Peter Bowman, Dot Lipmann, Kelly Jackson

These four people have been chosen to represent the elements that make up Wintringham.

Associate Professor Elizabeth Ozanne has been on our board for sixteen years and represents all the support and guidance given by Board members over the years.

Peter Bowman is one of Wintringham’s original residents, having come from Gordon House when it closed. Peter represents all the residents and clients who have enjoyed Wintringham’s promise of a ‘home until stumps’.

Dot Lipmann represents all the people who have volunteered their time, giving company and affection to people who might otherwise lack both. Dot has been doing this for over 20 years.

Kelly Jackson is one of Wintringham’s original employees, joining the company 16 years ago as a teenager. Kelly represents a group of cherished long-term staff, quite a number of whom have served more than 15 years – Harry Georgalas, Angela Colina, Lauren Hall, Val Lubich, Wendy Palmer and Bev Febey.

1989

- Peter Hollingworth appointed President
- No of employees: 1
- Annual budget: \$25,777
- Grants from ANZ Trustees (Buckland and Felton) cover first year's salary

Beginnings

Wintringham was established in 1989 in response to the frustrations of watching elderly homeless men and women die in homeless persons' night shelters, unable to access mainstream aged care services.

The principles that guided us in those early days are still the ones that we follow today. We believed then, and do now, that the right to aged care services is a fundamental social justice issue and should not be dependent upon a person's wealth, behaviour or religion.

Wintringham has also argued our clients are 'aged and homeless' and not 'homeless and aged' and therefore should be part of mainstream aged care funding program and not the relatively poorly funded homeless services system.

WINTRINGHAM

STATEMENT OF INCOME & EXPENDITURE FOR THE YEAR ENDED 30 JUNE 1989

EXPENDITURE

Salary	23,134
Superannuation	1,914
WorkCare	305
Travelling Expenses	372
Stationery	30

25,755
25,777

Less Subsidy

SURPLUS 22

1990

- Lionsville housing transferred to Wintringham
- Brotherhood of St Laurence grant of \$600,000 to purchase McLean Lodge land
- Allen Kong appointed to design McLean Lodge
- John Wise becomes President

The story of Lionsville

In Wintringham's second year, we brokered a deal with Williamstown Council and the Williamstown Lionsville Elderly Citizens Committee who had developed 48 older persons housing units on a vast tract of Crown land that they were the appointed Trustees of.

After some discussion, it was eventually agreed that Lionsville would transfer ownership of the units to Wintringham together with their bank assets of \$960,000. Lionsville also agreed to approach the State Government to have the trusteeship of the Crown Land transferred to Wintringham. For our part, we agreed to take over the management of the units and to build a 60-bed aged care facility on the remainder of the land using the Lionsville cash to fund 30 beds, with the remaining 30 beds to be funded by the Commonwealth.

By 1993 the new facility was built, and in 2002 we commenced, with the Office of Housing, a redevelopment of the housing services. In 2004 this resulted in the demolition of the ageing 48 units and their replacement with 60 new one-bedroom apartments – all for traditional Wintringham clientele.



1991

- Management of Crown Land at Williamstown transferred to Wintringham
- Design of Wintringham Williamstown Hostel begins

Pat McLean

For many years Pat lived at Gordon House, a homeless persons' night shelter in South Melbourne, where he was the president of the residents' social committee. A big and passionate Irishman, Pat had fought in the British, Indian and Australian armies, but at Gordon House he became the genial friend of both residents and staff.

Gordon House could be a frightening and intimidating place to live or work, and many a time Pat would be found sitting in a corner of the building, with a fortifying glass in hand, providing wise advice to new residents or staff.

Although Pat ruled the residents' social committee with an iron hand, tolerating no interruptions or deviations from his agenda, he was always quick to confront fellow residents or management on behalf of someone whom he thought had been unjustly treated.

Wintringham's first residential service, McLean Lodge in Flemington, is named in memory of our friend Pat McLean who died before the building was completed.



1992

- Purchase of Wintringham Head Office
- Construction commences on both McLean Lodge and Williamstown Hostel
- Janet Patterson becomes President
- Wintringham staff numbers rise to 45

Head office

In 1992 an office located at 136 Mt Alexander Road Flemington was offered for sale. It was ideally located close to our McLean Lodge site (not more than 50 metres away) but seemed excessive in space considering the size of Wintringham at the time.

However, when John Wise, the President, re-assured Bryan Lipmann with the comment, "Don't worry, in 12 months time you'll be looking for something bigger", the decision was made. And yes, before long the office was too small!

The office has provided a supportive environment for many Wintringham staff. At various times it has housed staff from teams including community care, housing, outreach, maintenance, clinical care, research, human resources, IT, occupational health and safety, training, rostering and finance just to name a few.

As Wintringham continues to grow, the challenge of finding space for our staff remains, with teams moving from head office to our other locations each time we are bursting at the seams. While at times inconvenient, the need to continually find more office space is a sign that we must be doing something right!



1993

- McLean Lodge opens
- Wintringham CEO travels overseas on a Churchill Fellowship
- Wintringham Williamstown Hostel opens

Memo from Dianne Hill to CEO

1993: McLean Lodge Transition Program – the first two weeks

After months of delays the residents were finally able to move in on the 26/5/93. Words fail to describe how I felt when the residents arrived. Tears flowed freely as they wandered around their new home – choosing bedrooms. Most spent the afternoon in the quietness of solitude.

One gentleman, Hans, who initially came for a trial stay, cancelled his room at Gordon House after one night. Eric has been contentedly potting plants and has not had a drink since arriving. Noel describes the other residents as family and takes a great interest in assisting others with shopping etc.

The staff have done a fantastic job. It is very difficult to get the right focus and balance with a multi-skilled type model. It is taking enormous amounts of support to encourage some residents to eat, and maintain personal hygiene. It is also difficult to get residents to give us (personal) information – they are proud and dignified and it will be a while before we truly get to know them.

I think that once we establish a framework, McLean Lodge will be very successful in creating options, rights and dignity and a place that people can call home and enjoy living in.

MEMORANDUM

MEETING No. 26

Road was purchased on the 13.12.1992. The lease for 37 Bedford Street, Melbourne 3709422 expires 11.23.1992.

1994

- First 5-Year Strategic Plan concentrates on developing housing

Snakeman Lash

In 1956, Charlie Lash left Europe and headed to Australia where he settled in a Water Commission workers' camp in Pakenham Upper where he occasionally helped local farmers clear away troublesome tiger snakes. At 32, Charlie moved to Werribee working at the sewage treatment plant. Here he would capture snakes for the serum laboratories in his spare time.

In 1991, Charlie became a full-time snake catcher and tells many colourful stories of battles between the urban sprawl and its encroachment on their habitat. After the painful, premature death of his wife in 1983, Charlie became depressed and his health declined. Eventually a housing worker referred him to Wintringham. Charlie Lash moved into a beautiful independent living unit at Atkins Terrace where, with the security of a permanent home and ongoing support, he knew he would be appropriately cared for to the end of his days; albeit without snakes.



1995

- McLean Lodge is runner up in UN World Habitat Award
- Tony Newman becomes President
- Wintringham receives Aged Care Australia national organisation award

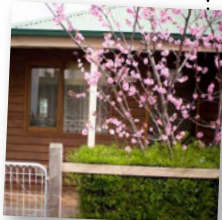
Robert Atkins' interesting life

Robert Atkins' interesting life included many stories often with very different versions. Educated at Melbourne Grammar, his travels found him working on sheep stations in the Longreach area before he returned to Melbourne to work for nearly 20 years with the railways.

Robert had the most bizarre sense of humour and often dressed in a tie and suit that had seen better days. He would be seen with his walking stick that had an old sock on the handle, and a huge Daffy Duck coffee mug.

His endless array of stories of ute rides in Jericho with his tobacco-spitting grandfather, some of which may have even been true, kept us all amused, but his greatest talent was a glorious singing voice which could be heard all over the building. Never needing any musical accompaniment (or encouragement), Robert could belt out a tune that would captivate us all.

His memory is honoured at Wintringham Housing's Atkins Terrace, opened in 1999.



1996

- Jame Lewis commences 10-year term as Wintringham President
- Wintringham Port Melbourne Hostel opens

Port Melbourne

Kelly Jackson was a supervisor at Port Melbourne when it opened. These are some of her memories:

"Prior to the opening I was fortunate to meet with many potential residents before they made their move. To see the conditions some of the residents had lived in was heart breaking at times. Gordon House had closed, and the residents came mainly from low-cost rentals, boarding houses, emergency accommodation and other welfare services.

"To assist the many special people and vibrant personalities make the move to Port Melbourne, and witness many feeling at home for the first time in a long time, was priceless. Many residents felt they didn't deserve such a lovely environment and took some time to adapt to the life change. It was through the dedication of staff and implementation of Wintringham's underlying philosophy that residents were able to take ownership of their homes and make them their own.

"Port Melbourne provides such a warm and inviting atmosphere that you really do feel like you are visiting someone's home and not just a place of residence."



1997

- Assistance with Care and Housing for the Aged (ACHA) program starts
- First Community Aged Care Package (CACP) commences in Southern region
- Port Melbourne wins UN World Habitat Award

Why do buildings matter?

Wintringham's founding and enduring values are: Options, Dignity, Rights. People who are homeless struggle to locate any options in their lives, cling to a savagely circumscribed dignity and are excluded from rights that people with a home take for granted.

Wintringham considers the design of all our hostels and housing as primary evidence of our values. The provision of handsome, lockable, well-appointed and consistently maintained units, featuring a mix of private and communal space and landscaped surrounds, enables residents to feel secure, respected, re-connected and *at home*!

Our architect, Allen Kong, has partnered with us in constructing McLean Lodge, Port Melbourne Hostel, Atkins Terrace Housing, Ron Conn Nursing Home and the soon-to-be-completed Eunice Seddon Home. In 1997, Port Melbourne was the first Australian building to win the prestigious United Nations World Habitat

Award. Allen Kong is pictured with Bryan Lipmann in Dubai accepting the award.





Arthur Jepson

At age 73 Arthur has lived a large portion of his life in Flemington. He started his working life as a linesman with the SEC but his love of horseracing, gambling and drinking had lead to an increasingly unstable lifestyle eventuating in him scraping out a tenuous existence in the Gordon House night shelter in the 1970s and '80s. Fortunately for Arthur, the night shelter redevelopment led him to move into McLean Lodge. He now lives at our Ron Conn Nursing Home.

As one of the longer standing residents at Wintringham, Arthur still keeps his care staff on their toes and frequently reminds them that it is he who pays their wages! Nowadays Arthur shares a close relationship with his sister, enjoys a surprisingly good level of health and participates in social activities including a regular flutter at the TAB.

1998

- Ebsworth House in Lt Collins Street opens
- CEO appointed Member of Commonwealth Advisory Committee on Homelessness

Recreation (Wintringham style)

Wintringham's recreation program is based on individual needs and empowering formerly homeless people to achieve their personal goals.

Ron Giles had not shown much interest in any of the activities that other residents were enjoying, but did mention to a recreation worker that he would like to walk around a golf course.

Together they identified a local course and how to get there using public transport. At the end of a practice run, Ron knew his way around the course and how to get there independently.

After a few visits, Ron borrowed a club and a ball from the clubhouse. Within a few weeks he was hitting a ball along the fairway and eventually saved enough money to buy a few sticks of his own.

Back home a couple of other blokes asked Ron if they could join him. After a while Ron grew tired of the others borrowing his clubs and told them to get their own, which they did, and together they played every week.

That recreation worker who empowered those guys to organise their own recreation was Danny Stevens, who is now our Williamstown Hostel manager.



1999

- Guildford Lane housing commences
- Atkins Terrace housing commences

My mate Ron

Ron Laver was a travelling man having roamed across parts of Australia that most of us have never seen and only dreamt about.

Far-off places with exotic names in Western Australia and Queensland drew Ron, who travelled there in whatever transport was available. He remembers going across the Nullarbor Plain in 1953 when the road was just an endless dirt track that had limestone corrugations that shook cars apart, leaving stripped vehicle bodies along the side of the road. With friends on another trip, he travelled from the mouth of the Murray River to its source, and then for good measure, did the same with the Darling River.

He remembers seeing people in Wilcannia burn down an aboriginal humpy for amusement. The sight upset him so much, that later that night he and his friend stole the culprits' car and ran it into the river. He told us later that it was, in fact, the local police car!

Ron's old leather jacket still hangs over the visitors chair in Bryan Lipmann's office.



2000

- CACP expands and moves into McKinnon office
- Housing Support for the Aged (HSA) starts
- Older Persons Outreach Program (OPOP) starts

Community aged care services

At Wintringham's very inception, the need to fund, staff and support community outreach programs was seen as essential to caring for vulnerable elderly people.

Wintringham today delivers over 400 Community Aged Care Packages and a wide range of other State and Commonwealth funded community based aged care services to homeless or at-risk men and women.

Wintringham's housing and community programs are cooperatively structured in such a way that specialist housing staff acquire an understanding of community and aged care based issues and specialist CACP staff acquire knowledge and a skill-base in housing and homelessness issues.

Our packages are delivered to ensure that clients who are often the most resistant to care are the first to be offered services. Outreach support uses assertive outreach to proactively identify and link older persons with unmet complex needs who are homeless, or at housing risk, to appropriate services, including more suitable housing if required.



2001

- Introduction of 3 months paid parental leave for Wintringham staff. By 2009 this leave will have been taken 44 times with all but 2 staff returning to work

Stumpy

Stumpy described himself as 'a little Aussie battler'. He grew up in the Brunswick area racing pushbikes at the same club as his two brothers. Stumpy married a young woman from Kensington and provided for her and their daughter, who he adored, by driving delivery trucks and taxis between managing petrol stations. The daughter was five years of age when his wife left him for his best man.

This was the first of a string of unfortunate circumstances that led to Stumpy moving into Gordon House. During the seven years Stumpy lived at Gordon House he often considered writing a book. Stumpy said, "I would have called the book 'The Epitome of Poverty'. It would have described living in a small cell-like room amongst standover men, junkies, prostitutes and violence."

Stumpy lived with Wintringham, until his death in 2007, with his good friends at Atkins Terrace, playing cards, watching TV and enjoying the occasional shandy on a hot day. A great bloke sadly missed.



2002

- Further expansion of Wintringham CACP program results in purchase of an office in Seddon

Rickshaw

Jim had always enjoyed riding a bicycle. When his Parkinson's disease started to prevent him from riding, recreation staff worked to keep him cycling. An occupational therapist and a qualified Bike Ed instructor developed strategies that would keep Jim on a bike. With these in place, he was able to continue riding for another couple of years.

Jim's condition deteriorated to the point he could no longer ride or walk and eventually was restricted to a wheelchair. Recreation staff brainstormed on how they could keep Jim's love of cycling alive and keep the 'wind in his hair'. They came up with the idea of a rickshaw, or Tuc Tuc. A specially modified rickshaw was purchased outright by the members of the Wintringham Board and Senior Executive.

Jim's love of the rickshaw was infectious. It wasn't long before he had to share it with other residents at Ron Conn Nursing Home and now Port Melbourne staff have announced that they have raised enough money to purchase their own rickshaw!



2003

- McLean Lodge redeveloped

White Paper

Wintringham has argued consistently for 20 years that the elderly homeless have the same rights as any Australian citizen to access quality aged care services. For that reason Wintringham has never applied or accepted money from the homeless service system. Our clients and residents are elderly and therefore should be part of aged care services.

Moving out of homeless funding programs and into the aged care sector has brought its own set of problems however, most notably that the Aged Care Act was never designed with homeless people in mind.

In order to access aged care funding we developed relationships over the years with a range of senior bureaucrats and Commonwealth Government Ministers. However, we always believed that a structural solution to this piece-by-piece approach was to amend the Act to include the elderly homeless as a Special Needs Group. The Rudd Government's White Paper on Homelessness provided Wintringham with the opportunity to make that change.

This decision made by the Rudd Government with the active support of Ministers Justine Elliot and Tanya Plibersek is undoubtedly the most important policy change to impact on the elderly homeless in the past 20 years.

The elderly homeless now, as a matter of right, can access aged care services.





Laura

Resident, Port Melbourne Hostel

2004

- East Bentleigh housing opens
- Purchase of Moorabbin office for CACP program
- Wintringham appoints a dedicated Recreation Manager who by 2009 had over 30 trained staff
- Lionsville housing opened by Premier Bracks

A housing story

As a young man, Brian Martin recalls arriving in Australia onboard an ocean liner that glided into Sydney Harbour. His family eventually settled in Melbourne's western suburbs at a time when a man could get a job just by walking around Footscray and chatting to managers when they popped out on lunch breaks. The life story that led to Brian living alone in a cramped, rowdy rooming house is one that is not readily shared. Behind those intense blue eyes is a past that he would rather forget – he certainly was not happy. Then Brian got lucky and moved into his own unit at Lionsville Village.

Affordable rent has allowed Brian the luxury of an occasional roast beef dinner, which he cooks in his immaculately kept home adorned with regalia, indoor plants, certificates of musical achievements and personal artwork. A vegetable patch is discernable in his back garden. Brian loves the social atmosphere and found friendship among fellow residents. Although not frequently required, Brian feels safe in the knowledge that he can contact the Support Worker at Lionsville who will assist him with any issues of concern.



2005

- Ron Conn Nursing Home opens – the first nursing home for homeless people in Australia
- \$1m research project funded by the Wicking Trust for research into models of care for elderly people with alcohol-related brain injuries

Cowboy Kevin

Kevin (Cowboy) Russell had come to the Ron Conn Nursing Home on a referral from our community program. He was having difficulty living at home and was deemed to be unsafe with his oxygen requirement and smoking habit!

He was not really happy to leave his previous home, and a guardian helped the transition.

Kevin said he had many different jobs in his life but his favourite time was when he worked the rodeo. Apparently he was pretty handy with horses.

Kevin had not been out of his room in the three months he had been at Ron Conn and we had a visiting animal farm in the car park as a recreation activity. Manager Phill Goulding tried to persuade Kevin to go out to the car park as he knew Kevin would enjoy the different animals.

As always Kevin dug in and said, 'No'.

Not to be defeated, Phill brought a horse to Kevin!



2006

- Ross Cooke becomes President
- Wintringham rooming houses commence
- Wintringham creates a central kitchen and food services division with a grant of \$500,000 from the Hugh Williamson Foundation

Why work at Wintringham?

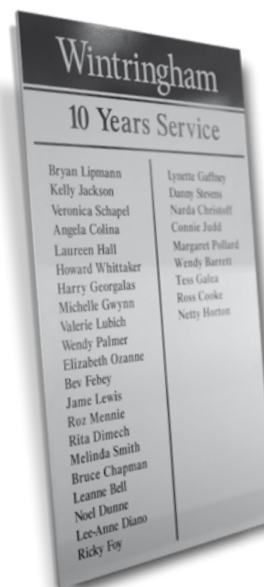
At a time when the aged care industry laments its inability to attract and retain employees, Wintringham seems to be bucking the trend with very low staff turnover rates (at times less than 11% p.a.) and a workforce and management age that is relatively young.

Part of the attraction is undoubtedly the conditions which include fully-paid three-month paternity leave (since 2001), \$500 cash service award after five years of continuous service, access to long-service leave after seven years, family flexible hours and flexible leave, supported professional development, holiday camps, funded staff functions and Christmas hampers.

But more importantly, it is the sense of accomplishment that we can give our staff. To work for a social justice organisation that works for people whom most in the aged care sector have refused to assist, and to participate in a process of empowerment that works for both client and staff member, is to achieve a sense of doing something worthwhile.

There is also the very real prospect of advancement. Of the 19 senior managers at Wintringham, 12 are 'homegrown'.

Indeed for many of our staff, Wintringham will be their last, and for some of the younger ones, only employer.



2007

- Extended Aged Care in the Home packages (EACH) commences
- Further expansion of our CACP program results in purchase of an Ascot Vale office
- Dandenong CACP services commence

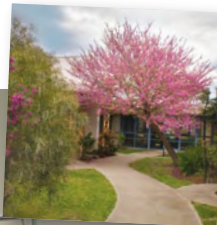
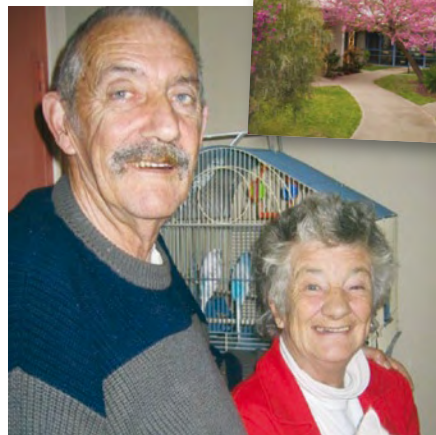
Love is in the air

On 2nd June, 2007, Wintringham shared the joy of a new beginning for Bob Chudleigh and Bev Howlett who celebrated their engagement at Wintringham's Williamstown Hostel. Their engagement party was attended by residents and staff from all over Wintringham.

Bev, the adopted daughter of a milliner and a highly sought after chicken sexer, was born and raised in Footscray. She worked as a showroom demonstrator for the Lan-choo Tea Company.

Bob, the son of an income tax assessor in the UK, moved to Australia at the age of 16 and held numerous jobs including farm hand, shearer, fisherman, painter and finally, interstate truck driver.

The moment Bev entered Wintringham's Williamstown facility with her beloved dog Ralph, for respite care, she knew that this was where she wanted to stay. By contrast, Bob did not initially have high expectations that his life would improve at Wintringham, but within weeks he was feeling more optimistic. He purchased a budgie for his room and met a wonderful lady.



2008

- Staff numbers: 350
- Wintringham Housing Limited incorporated
- Wintringham CEO receives Aged and Community Care Australia national award
- Land for Eunice Seddon Home purchased

The Wicking Project

The Wicking Project trialled a specialised model of residential care specifically designed to support a group of older people (aged 50+ years) with a history of homelessness, financial disadvantage and complex care needs as a result of alcohol-related brain injury (ARBI). People with this level of disability usually end up either in a locked psychiatric ward or homeless.

Wintringham was convinced we had the expertise and experience within our work force to care for these people and was able to secure a \$1m research grant from the Wicking Trust to trial a new model of care.

Although initially aimed at establishing alternative long-term care solutions for people with complex needs, what eventuated was a highly successful transitional model in which participants were empowered to 'step down' to the standard care of specialist service providers such as Wintringham. The Project's outcomes have provided evidence that will make a significant contribution to improving the quality of life for people with severe behavioural disturbances and to closing an identified gap in the current service system.



2009

- Wintringham Housing wins Miller Trust tender
- \$32m from Nation Building and State Government for housing
- Wintringham achieves first consolidated EBA for aged care sector

Miller Homes

Alexander Miller (1842-1914) was a Scottish immigrant who, after only minimal formal education, became a successful retailer in Central Victoria. When the family inherited £100 from Alexander's maternal uncle, he started a drapery business in Pakington Street, Geelong West. From the 1880s Miller extended his business interests to other country towns, becoming an initiator of the chain-store concept in Victoria.

Although a self-effacing and an exacting employer, Miller established a Trust devoted to the construction of homes for the poor in regional Victoria.

Wintringham Housing recently won a tender to enter into a partnership with the Trust to redevelop and manage the housing portfolio. Using the existing asset base as leverage, Wintringham Housing has secured over \$30m from Commonwealth Nation Building and the Victorian Office of Housing to continue the legacy of Alexander Miller.

Annie Wakeford, who is our tenancy worker in the Geelong region, is pictured with Pat Weston who has lived for nine happy years at Miller's Manifold Heights Geelong units.



SIGNED by the testator as to
for a Codicil to his last Will
the presence

President's message

I hope that in reading this special 20-year commemorative edition of our Annual Review you gain a sense of all the energy and excitement that has characterised Wintringham's first 20 years. There have certainly been struggles involved but, overall, the company's growth and success has been in every way exceptional.

Central to the enterprise is Bryan Lipmann. It has been his vision and drive animating and infecting all of us. His persistent appeals to government – successful because credible – have underwritten the funded growth of Wintringham's services. Believe me, his singular determination to change the plight of elderly homeless people is a force to be reckoned with!

The Rudd Government's White Paper on Homelessness was released in December 2008. No Australian Government has ever put such a clear emphasis on the scourge of homelessness. Its directives, most significantly the decision to legally define the elderly homeless as a special needs category under the Aged Care Act, will have lasting ramifications.

As part of the White Paper announcements, Acting Prime Minister Julia Gillard presented Wintringham with a much needed capital grant of \$3m for our new and much anticipated Eunice Seddon facility in Dandenong. During the year, many of our existing facilities and community offices have gone through the onerous accreditation process. All have passed with flying colours – a testament to the quality and hard work of Wintringham staff.

Wintringham Housing, which was registered as a Housing Association in August 2009, has been successful in establishing a formal relationship with The Alexander Miller Estate, a charitable trust that was established in 1914 and owns property in Geelong and regional Victoria. Wintringham Housing will renew and manage properties owned by the Estate on a long-term lease basis.

A capital funding grant was secured from the Office of Housing for the construction of 18 one-bedroom units on land surrounding the Ron Conn Nursing Home. This development will be completed in the 2010 financial year.

The anniversary has given us an opportunity to re-assemble elements of our past in this booklet – an important exercise because it re-affirms our bearings, showing us that the work we do is needed, makes a difference and is not over. Indeed, we pause only momentarily before plunging into a future full of possibilities for even more significant outcomes.

Finally, I thank my fellow Board members. Together we form a diverse and robust group who take our roles very seriously and enjoy them very much.

Ross Cooke
President

Board members

Mr Ross Cooke: President

Dr Sue Rosenhain: Vice-president

Mr Jeff Gole

Ms Netty Horton

Mr Bryan Lipmann AM

Ms Emily Grant

Associate Professor Elizabeth Ozanne

Mr Howard Ronaldson

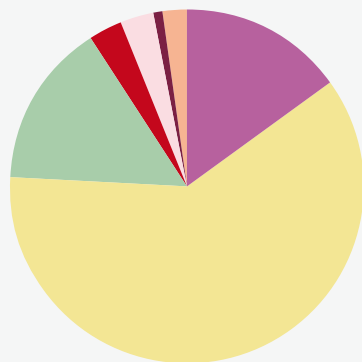
Mr Mark Stewart

Mr David Coombes *appointed 7 October 2008*

On 18 May 2009, Australia's Prime Minister, Kevin Rudd, paid us an unscheduled visit. He is pictured with Lee-Anne Diano, Manager of Wintringham's Port Melbourne Hostel.

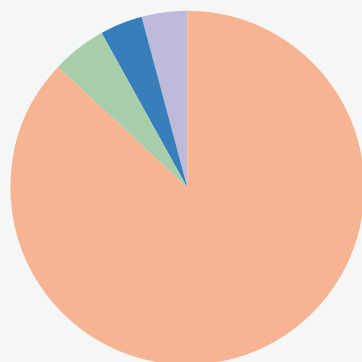


Where does our income come from?



- Clients
- Federal Government recurring
- Federal Government capital
- State Government
- Other income
- Investment earnings
- Donations, other

How do we spend it?



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

Financial statements

BALANCE SHEET

AS AT 30 JUNE 2009

Current assets

Cash and cash equivalents
Trade and other receivables
Inventories
Other current assets

Total current assets

Non-current assets

Investment property
Property, plant and equipment

Total non-current assets

Total assets

Current liabilities

Trade and other payables
Short-term borrowings
Short-term provisions

Total current liabilities

Non-current liabilities

Long-term borrowings
Long-term provisions

Total non-current liabilities

Total liabilities

Net assets

Equity

Reserves
Accumulated funds

Total equity

	2009 \$	2008 \$
Current assets		
Cash and cash equivalents	5,005,520	4,235,635
Trade and other receivables	1,656,410	1,268,537
Inventories	43,398	41,629
Other current assets	71,777	44,137
Total current assets	6,777,105	5,589,938
Non-current assets		
Investment property	253,753	255,253
Property, plant and equipment	27,382,397	25,921,542
Total non-current assets	27,636,150	26,176,795
Total assets	34,413,255	31,766,733
Current liabilities		
Trade and other payables	2,497,849	3,810,743
Short-term borrowings	1,221,725	1,035,301
Short-term provisions	100,000	100,000
Total current liabilities	3,819,574	4,946,044
Non-current liabilities		
Long-term borrowings	5,595,917	5,199,699
Long-term provisions	625,661	520,243
Total non-current liabilities	6,221,578	5,719,942
Total liabilities	10,041,152	10,665,986
Net assets	24,372,103	21,100,747
Equity		
Reserves	5,853,750	5,620,054
Accumulated funds	18,518,353	15,480,693
Total equity	24,372,103	21,100,747

INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2009

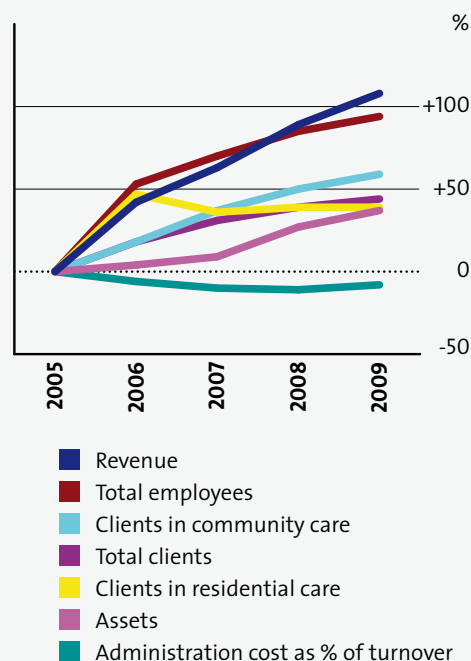
	2009 \$	2008 \$
Revenue from operating activities	18,145,989	16,453,578
Other revenue	678,201	755,391
Total revenue	18,824,190	17,208,969
Employee benefits expense	14,216,922	12,818,833
Finance costs	57,833	73,866
Resident and client services	2,257,652	1,950,037
Property maintenance, utilities and insurance	1,303,886	1,101,424
Administration and other expenses	692,491	676,676
Total expenses	18,528,784	16,620,836
Surplus before depreciation	295,406	588,133
Depreciation on property and plant and equipment	799,050	792,688
Deficit before capital items	(503,644)	(204,555)
Revenue from capital grants and donations	3,775,000	2,162,500
Net surplus for year	3,271,356	1,957,945

CASHFLOW STATEMENT

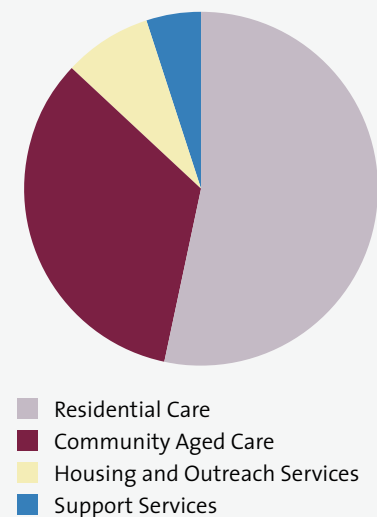
FOR THE YEAR ENDED 30 JUNE 2009

	2009 \$	2008 \$
Cashflows from operating activities		
Cash receipts in the course of operations	18,799,544	17,667,064
Interest received	215,255	201,513
Cash payments in the course of operations	(18,401,914)	(16,802,288)
Borrowing costs	(57,833)	(73,866)
Net cash provided by operating activities	555,052	992,423
Cashflows from investing activities		
Proceeds from sale of non-current assets	52,764	106,523
Payments for property, plant and equipment	(3,892,805)	(1,311,273)
Net cash used in investing activities	(3,840,041)	(1,204,750)
Cashflows from financing activities		
Repayment of borrowings	(82,023)	(27,240)
Proceeds from capital grants and donations	3,775,000	2,162,500
Net receipt of accommodation bonds	574,174	262,761
Net cash provided by financing activities	4,267,151	2,398,021
Net increase in cash held	982,162	2,185,694
Cash at the beginning of the financial year	3,932,283	1,746,589
Cash at the end of the financial year	4,914,445	3,932,283

Four-year trend



Client service segments



Donation form

I would like to make the following donation to Wintringham’s work with the elderly homeless:

Name

Address (optional)

Telephone (optional)

Email (optional)

Amount

\$

Payment by **cheque** ☐

Payment by **credit card** ☐

Visa ☐ Mastercard ☐ Bankcard ☐ Diners Club ☐

Card number

| | | | | | | | | | | | | | | | | | | |

Expiry date

| | | | |

Cardholder name

Cardholder signature

For income tax purposes, gifts of \$2.00 or more to Wintringham are an allowable deduction under the provisions of sub division 30-B of the Income Tax Assessment Act 1997.

Supporting Wintringham

A small but noticeable part of Wintringham's annual operations budget comes via donations from individuals and organisations.

Donations can be attributed to the general budget or a specific event or item, such as an outdoor bench or even a transport van.

Please be assured that donations of any amount are always handled in confidence unless particular acknowledgement is required.

Use the form on the reverse side of this flap should you wish to make a donation to Wintringham.

Wintringham

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Wintringham

ABN 97 007 293 478

Wintringham Housing Limited

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