

Message from the CEO

What a difference a year makes. Last year Wntringham celebrated its 25th year in great style at Parliament House with our Special Guest, the Deputy Leader of the Opposition, Tanya Plibersek. This year our 26th birthday was amidst packing boxes and removalists as we relocated our Head Office to temporary accommodation at 346 Macaulay Road, Kensington.

We are moving because we have successfully applied to The Victorian Property Fund for a capital grant to build 15 new apartments for elderly homeless people. Realising that the use-by date for our Head Office is well and truly past, we decided to pull it down, rebuild the office and then place the housing units above. We have now successfully received Town Planning Approval from the City of Moonee Valley and although we remain disappointed that DHHS blocked funding for two of the units, we at least have found a way to build some additional new housing.

We are not alone in the Housing and Homelessness sectors in expressing our deep concern with the growing housing crises in Victoria. While the massively increasing capital value of housing and consequent increase in rental costs is the perennial BBQ conversation, we wonder how many people are aware of the effect of this overheated market and resultant chronic shortage of affordable housing on the elderly poor.

There are many statistics in the public domain relating to the housing shortage, but surely a significant one is that Wntringham Housing alone has over 1,500 elderly men and women on our Waiting List. Daily we are faced with desperate stories of aged people who need affordable housing in appropriate locations.

Welfare organisations today find it almost impossible to build affordable new housing for people who are on statutory incomes. A few years ago Wntringham built about 200 houses in regional Victoria with capital from the Stimulus Funding, but since then funding for housing has dried up. What makes it particularly frustrating is that we have the expertise to design and construct a vast range of appropriate housing and the skills to manage and support people in that housing.

A key component of the success of the Wntringham model of care is the provision of Support. Many of our homeless clients, or perhaps even more significantly, those who are at risk of becoming homeless, need a lot more than a roof over their heads. Providing support to these folk has enabled our staff to add quality years to the lives of their clients.

During the past year we were able to provide evidence that the provision of support to elderly homeless people can deliver a positive result not just to the person concerned but also to government by way of reduced service costs. Together with 6 other providers our Innovation Action Project (IAP) secured on-going funding by the new Andrews Government – one of the most positive decisions made in recent years regarding ending homelessness in Victoria.

What is particularly pleasing about the IAP is that it demonstrated that the Wntringham model can be successfully reproduced outside of Melbourne. In so doing, the IAP sets a template that can be copied throughout Australia.

On a less positive note, we remain concerned about the changes made to the Commonwealth funded Home Care program. We wholeheartedly endorse the philosophy of independence and self-determination that underwrites Consumer Directed Care (CDC), an approach whereby all financial control is granted to the older person who has qualified for the funded Home Care Package.

It is our enduring belief that all older Australians have the Right to autonomous choice and dignified care, regardless of poverty or lifestyle choices.

The trouble is that, as has so frequently been the case for Aged Care policy, the CDC legislation has been developed around assumptions relevant to the typical Australian aged care recipient. As a rule, our clients do not fit that profile. Most significantly, many do not enjoy the informed support of family members who can advocate for them in making important life choices.

We remain concerned also as we see the gradual development of the NDIS and notice that people under 65 are likely to be moved away from aged care and towards disability. This strikes at the very heart of so much that Wntringham has articulated over the years – that homelessness accelerates the ageing process. Premature ageing should not be seen (and funded) as though it is a disability.

On both these issues we will continue to negotiate with Government in the coming year.

Like all dynamic organisations, Wntringham develops and changes. It is therefore appropriate to acknowledge our President of the past 9 years, Ross Cooke. With his departure this year we lose not just an outstanding contributor but also a passionate supporter.

Finally, as in all other years, I would like to acknowledge the loyalty, hard work and passion that the Wntringham staff bring to their work. They are exceptional people.

Bryan Lipmann
CEO of Wntringham and Wntringham Housing

Financials

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
	\$	\$
Revenue from operating activities	39,042,859	33,954,563
Other revenue	1,009,717	884,163
Total revenue	40,052,576	34,838,726
Employee benefits expense	29,946,302	25,737,412
Finance costs	109,692	120,479
Resident and client services	3,506,889	2,999,679
Property maintenance, utilities and insurance	2,777,053	2,640,072
Administration and other expenses	1,718,466	1,267,065
Total expenses	38,058,402	32,764,707
Surplus before depreciation	1,994,174	2,074,019
Depreciation on property and plant and equipment	2,453,470	1,945,157
(Deficit) before capital items	(459,296)	(128,862)

NON OPERATING ITEMS		
Revenue from capital grants and donations – Wntringham	6,433,647	100,000
Revenue from capital grants and donations – Wntringham Housing	1,746,000	100,000
Gain on acquisition of a business or assets	930,663	200,000
Net surplus for year	8,651,014	528,862

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

CURRENT ASSETS		
Cash and cash equivalents	12,474,269	6,267,424
Trade and other receivables	1,971,391	1,760,882
Inventories	69,873	61,942
Other current assets	209,014	121,151
Total Current Assets	14,724,547	8,211,399
NON-CURRENT ASSETS		
Investment property	524,294	533,344
Property, plant and equipment	77,689,752	69,880,098
Total Non-Current Assets	78,214,046	70,413,442
Total Assets	92,938,593	78,624,841
CURRENT LIABILITIES		
Trade and other payables	3,322,112	2,956,163
Short term borrowings	11,964,754	7,669,661
Short term provisions	4,932,187	3,893,322
Total Current Liabilities	20,219,053	14,519,146
NON-CURRENT LIABILITIES		
Long term borrowings	1,119,319	1,126,768
Long term provisions	217,177	246,897
Total Non-Current Liabilities	1,336,496	1,373,665
Total Liabilities	21,555,549	15,892,811
Net Assets	71,838,044	62,732,030

Wntringham numbers:

Clients	
With no assets upon admission	
2005	22%
2015	62%
With less than \$10K upon admission	
2015	81%
Average stay (years)	
Home Care	2.23
Residential Care	3.17
Housing	3.38
Types of pension	
Aged	68%
Disability Support	28%
DVA	3%
Staff	
Total staff	605
Full time staff	102
Part time staff	409
Casual staff	94
Average age of staff	46
Male staff	19%
Female staff	81%

The Smiths of Change

Elaine and Rachelle Smith are not related. The Smiths, as we like to call them, do however share a role at Wntringham Head Office. Combining their significant experience and seniority at Wntringham, they run our Advice and Information Line. They are our Front Door, our One Stop Shop where consumers – the people we exist to serve – can get clear-cut and authoritative advice without having to negotiate an organisational maze. The Smiths represent a great change for Wntringham.



During 2015, Wntringham focussed on how difficult it had become for consumers to figure out who to ring when they needed to find out about our services. Like lots of not-for-profit welfare companies, since our inception 26 years ago, all of our funds and energies had gone into developing quality services and expanding them to meet need. As we grew, opening new sites and creating new roles, we became harder to navigate – for ourselves, let alone for people encountering us for the first time!

We began our review by imagining that Wntringham was a library, with rooms full of valuable resources. Each room had its own classification system and a little door tucked in between the shelves. For librarians who'd been around for a long time, it was possible to pluck out the right resource when needed. But for newcomers, including all consumers and referring agencies, there was no obvious way in.

A well-placed, brightly-painted front door was desperately needed. The question then became, who should answer the door?

Who better than the Smiths! Elaine and Rachelle are wise, well-connected women who know Wntringham inside out.

The Case for Change

An interview with a Case Manager.

Bev has worked at Wntringham for 21 Years. Starting as a carer she was employee number 8 at Mclean Lodge. Resident Vinnie was a standout; she remembers him saying to her "you remind me of my wife – I hated her guts too!" She looks back and calculates she's had 11 managers in 20 years. "I can honestly say, every single one of them have been so supportive. That's been a key to managing the changes over 21 years; you've got to have a good working relationship with your manager, one that treats everyone the same."

Bev's a 'no-bullshit' kind of woman. She shoots from the hip and takes feedback on the chin. "The ultimate goal here is to provide care and support for our elderly clients. Just do what your job is and do it as best as you can," is her advice. The biggest change for Bev came when McLean Lodge was restructured; 15 rooms were closed off. Bev saw this change as an opportunity. She spoke with the general manager and said, "I want to work in the community; I want to be a case manager." She had to start from scratch, having no experience with computers or databases, but being the tenacious character she is, it didn't stop her.

"I see change as a holiday. It's an opportunity to grow and learn. Sometimes you have to wait for those opportunities to come; sometimes you've just got to be patient.

More than that, they know what goes on outside the front door and how best to negotiate the beleaguered worlds of aged care, homelessness, hospitals, government and non-government agencies... in short, they are street-smart, well qualified and deeply caring advocates. Just the type of people you need when your life is in crisis or there are major life decisions to be made.

Having a brand new Front Door, we publicised it widely: phone 03 9034 4824, email adviceandinfo@wntringham.org.au. Elaine and Rachelle report that a lot of their enquiries are from people who are confused about how the new Home Care Package system works – they can explain and match people with Wntringham's package availability. Other calls are from people who feel it might be time for residential aged care – our Advice and Information service now administers intake for all our hostels where in the past each had to be phoned individually.

Overwhelmingly, however, most calls are from people or agencies desperate to find housing. Tragically, this is the area where Wntringham experiences the shortages manifest nation-wide. We have over 1500 on our wait register for the housing we manage where vacancies are rare. Ask either Elaine and Rachelle what is most needed by the people they talk to and their resounding answer is – **more housing**.

The End of Upheaval

An interview with Jules.

Meeting Jules, it's hard to believe that she was once a resident of Wntringham's high care facility at Eunice Seddon. Hard to believe she was once a woman who lost the power to manage her own finances and her own life. Hard to believe she's crawled around the darkest underside that life could offer, becoming an almost invisible person. Jules is 58 and it's true.

Talking to Jules today in her beautiful corner unit in Avondale Heights, known to us at Wntringham as Jack Gash, you'll be shocked, enlightened and inspired to learn of the changes Jules has experienced in life. Jules had a troubled youth. She is the eldest of three children; her father battled with alcoholism and her mother a chronic illness. Both died young, leaving Jules an orphan at only 14 years of age. It's hard to hear about the abuse she endured in her childhood, hard to learn of the grief she faced and the separation from her siblings because there just wasn't the room for everyone at her grandparents.

Jules got married and started her family very young. She had 7 children, 6 that are with her, and one in her heart. Little Joshua only survived 3 weeks. The family moved interstate for work and for change. Things were tough, financially and emotionally and her marriage took a toll. Jules found solace in alcohol. She can recall the peaceful feeling that would wash over her when she had a glass of wine; her need to find that peace became destructive and eventually became a problem. She describes the next 10 years of her life as the black years. Her marriage broke, the family was split and quite literally Jules blacked out from her life. She tried her best to keep things together, moving interstate again in a new relationship, holding down jobs in the mines and in aged care. The glue didn't stick and things just kept unravelling. She'd checked herself into rehab 7 times. She was lost. She was homeless.

In early 2014, Jules finally arrived at the beginning of her redemption. Detox worked, AA worked, housing worked and the supports she had all worked. Surrender, Jules says. The word she calls on when she is overcome with a painful memory or experience. Don't fight it, or try to run, just surrender.

Today, there is something so humbling and nourishing when in Jules' presence. There's a feeling of peace and serenity. Maybe it's her smile that seems to radiate wisdom from deep within. She knows exactly what it means to lose everything. She has stared grief, loneliness and fear right in the face. She is now armed with self belief, reconnected to her loved ones and feeling grateful everyday for what she has regained. The darkness she has dwelled in and the light that drew her back is truly a remarkable story. In fact, Jules is busily writing her autobiography, hoping that she can now be a channel for helping others through change.

"Life is there for the living; the key for me is being grateful and having faith. And singing. I love singing..."



Bryan Lipmann is Melburnian of the Year

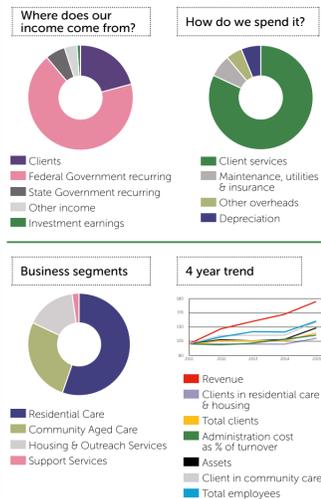
At a gala Award ceremony on Saturday 14 November 2015, Melbourne Lord Mayor Robert Doyle announced that Wntringham founder and CEO, Bryan Lipmann AM, is now Melburnian of the Year. We are all thrilled!

The Award acknowledges Bryan's outstanding contribution to the life of Melbourne through the work of Wntringham, which he founded in 1989 and continues to lead.

The Melbourne Awards are Melbourne city's highest accolade, celebrating inspirational Melburnians whose work benefits the city significantly.

Now in its 13th year, previous Melburnians of the Year include Professor Sharon Lewin, Ron Barassi, Jim Stynes and Susan Barton.

"I am overwhelmed by the unexpected honour of this," Bryan said, "but I am also glad to live in a city where the importance of Wntringham's work is understood and supported. I could not be more proud of the work we do."



Regions of Change

Here's how we know that Wntringham is making a difference in country Victoria. Dave Tilson, the Manager of Regional Housing and Support, recently took a call from a fellow who lives in an Office of Housing flat in Geelong. "There's someone you'll be interested in," the fellow said. "He's an old bloke who's living in the park down the street from us. What can you do to help him?"

We take it as a measure of our regional success that locals now know to call us – we were indeed able to help that old bloke. From our Geelong office, Dave oversees regional outreach staff who are part of Wntringham's Innovation Action Project (IAP). This was first set up in October 2013 as one of 11 projects commissioned by the Victorian Government to develop new programs focussed on early intervention and measurable outcomes in reducing homelessness. Following rigorous assessment by KPMG, ours was one of 7 projects deemed to set best practice standards. All 7 have now received ongoing funding.

With staff based in Geelong, Shepparton and Creswick, our IAP combines outreach, brokerage and tailored case management for older homeless people to achieve outcomes as defined and desired by they themselves.

Dave Tilson reports that the true innovation with our Regional project is applying city-based practice in regional areas where these services for older people have never previously been available. Importantly, the IAP funding has allowed for brokerage wherever needed.

This means that it has been possible to tailor assistance from any and all services available locally. It has also meant that Dave and his staff have spent a lot of time and effort forging partnerships with those local services, including councils, other housing associations and private rental agencies.

This is the real power of Wntringham's IAP approach: where one person may need only a small amount of assistance to get their life back on course, another person, like the old bloke in the park, might require years of carefully graded attention as he finds his way back into housing and a stable life. Significantly, because of rejuvenated Miller housing we manage in the regions and the increasing number of Commonwealth Home Care Packages we have been assigned, our own housing and on-going variable level care is available when needed.

But why be limited to three regions in Western Victoria only, Dave asks. Our IAP for the Elderly Homeless is a demonstrably effective and, ultimately, money-saving programme that provides permanent solutions to homelessness. Why wouldn't it be needed all over Victoria?

If it happens, it will be another welcome change, one that we already include in our vision for the future. For Dave, the primary goal is to ensure that effective service delivery remains paramount. To do this, he and his colleagues remain adaptable, keep learning from experience and ensure doors stay open in their local communities.



What does Wntringham do?

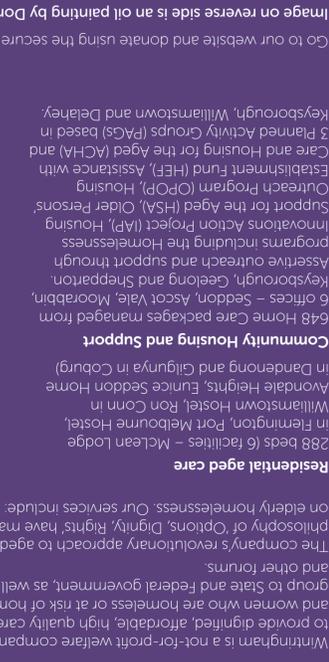
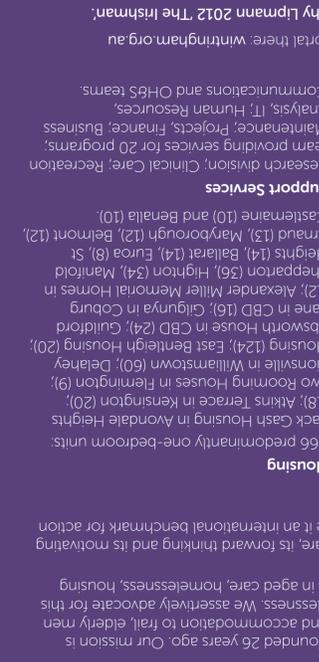
Wntringham is a not-for-profit welfare company founded 26 years ago. Our mission is to provide dignified, affordable, high quality care and accommodation to frail, elderly men and women who are homeless or at risk of homelessness. We assertively advocate for this group to State and Federal government, as well as in aged care, homelessness, housing and other forums.

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

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

648 Home Care packages managed from Esworth House in CBD (24); Gulgunya in Coburg Lane in CBD (16); Gligunya in Coburg Shepparton (56); Highton (54); Mantfold Heights (14); Ballarat (14); Euroa (8); St Arnaud (13); Maryborough (12); Belmont (12); Castlemaine (10) and Benalla (10).

Support for the Aged (HSA), Older Persons' Outreach Program (OPOR), Housing Establishment Fund (HEF), Assistance with Care and Housing for the Aged (ACHA) and 3 Planned Activity Groups (PAGs) based in Keysborough, Williamstown and Delahey.



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