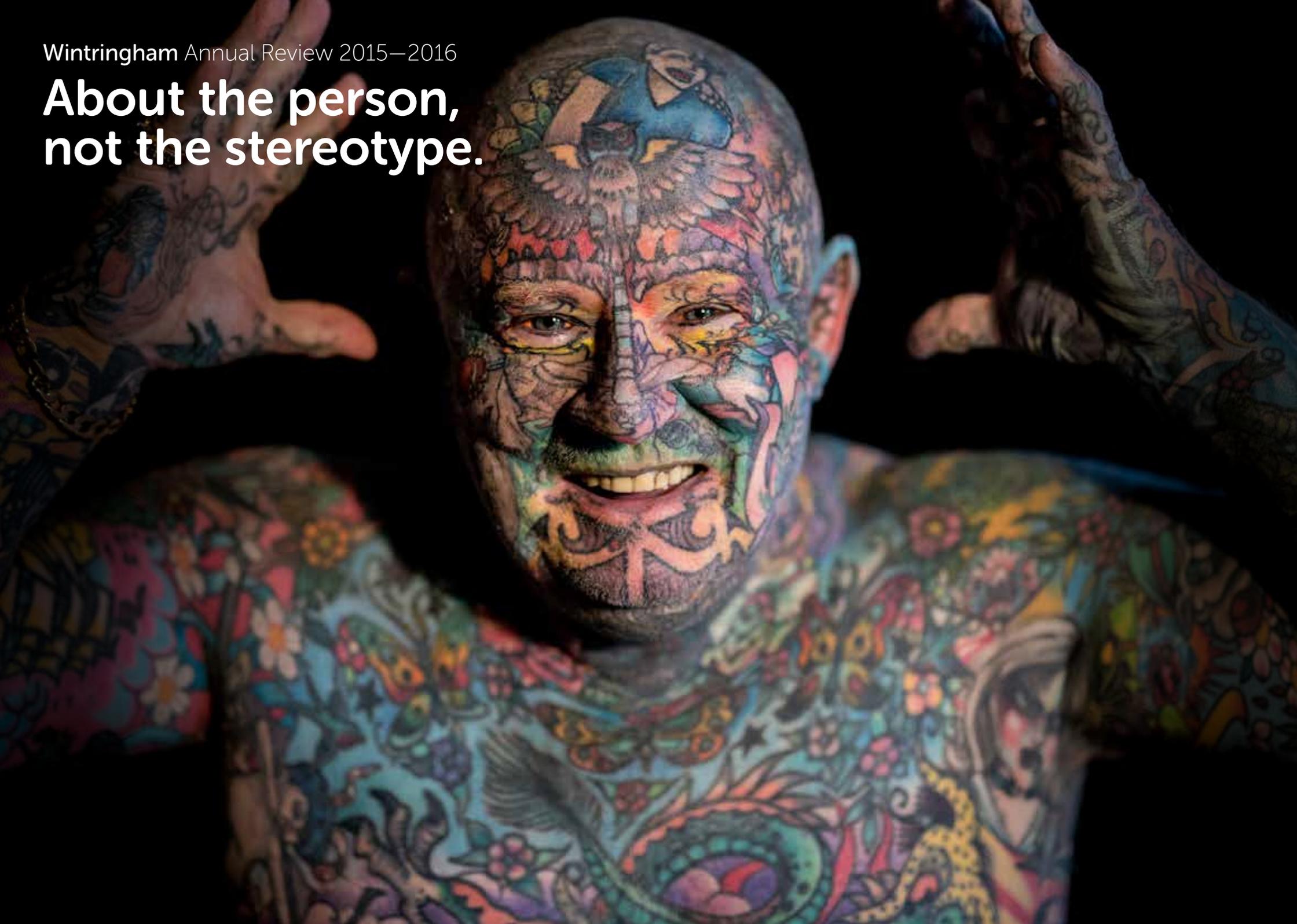


Wintringham Annual Review 2015–2016

**About the person,  
not the stereotype.**



## Message from the President

**It has been another year of growth and development for Wintringham. The ambitious redevelopment of our Flemington Head Office to incorporate 13 social housing units is well underway and we are gearing up, operationally and strategically, for the significant changes sweeping through community aged care in early 2017.**

**As an organisation which has always embraced change, we are well placed to face the challenges ahead.**

This year's Annual Review is a tribute to the various partnerships at Wintringham that I believe create the fundamentals supporting its successful culture. I'm talking about the partnerships with our volunteers, our stakeholders, government, those between staff and clients and the networked relationships that see the excellent results in our recreation programs. This year, however, is undoubtedly underscored by the very generous support of our philanthropic partners.

The highlight was a \$5.05 million commitment from the Peter & Lyndy White Foundation to allow Wintringham to purchase a vacant 45 room supported residential housing development (SRS) in Frankston. We have named the site Angus Martin House, a tribute to an esteemed former resident at Gordon House. This service will be operational in 2017 and will allow Wintringham to offer supported housing to elderly homeless men and women from the local community.

The partnership between Wintringham Housing and the Alexander Miller Trust produced a new commitment to contribute to the redevelopment of ten housing units superbly located at Park Street Geelong. On completion it will bring our Miller portfolio to 173 units, in what we believe is the

largest social housing/philanthropic partnership of this nature in Victoria. This year also included a successful tender for the management of 49 seniors' housing units on behalf of the Macedon Ranges Shire Council, as well as securing an agreement to receive the title to 17 seniors' housing units in Heathcote that are currently managed in partnership between the City of Greater Bendigo and the local Lions Club.

Another new venture we've joined is the consortium led by Hammond Care which will feature national coverage, local specialisation and tailored service of the new national Dementia Behaviour Management Advisory Service (DBMAS) to be provided by Dementia Support Australia (DSA). The federally funded program will see Wintringham providing particular expertise in supporting people with alcohol-related dementia as well as transitional care for complex cases.

This year the inaugural Wintringham Art Show was held at the Collingwood Gallery. A highlight for me was hosting the Lord Mayor Robert Doyle and enjoying in the delights of the artists on show, all of whom are Wintringham residents or clients. For many, it was their very first time in a gallery.

An artist I had the pleasure of meeting was Jacqui from Geelong whose story you won't forget, and whose spirit you'll be touched by. 50 residents and clients submitted art and there were over 100 people at the opening, with many more coming through to visit during the two weeks it ran. This art show reflects how Wintringham helps to cultivate a meaningful, fulfilling life for people who have been homeless or at risk of homelessness.

As a Board, we maintain a strategic oversight of Wintringham and its subsidiary Wintringham Housing, and we take very seriously our governance obligations in directing and monitoring the performance of the organisation. I would like to thank the directors for their time and effort in supporting both the company and myself during my first year as President.

Finally, the Board wish to congratulate Bryan Lipmann, my dear friend, founder and CEO of our organisation, for his 30 year commitment to housing and supporting the elderly homeless. Combined with our 600 dedicated and wonderful staff, it creates a truly inspiring organisation.

**Jeffrey Gole**

## White Foundation

**The Peter and Lynda White Foundation has donated \$13 million to Wintringham enabling the purchasing of housing options for those in need. The relationship the two organisations share is indeed priceless. We asked Lucinda White to describe the significance for them of her family's philanthropic role.**

To be able to make a genuine difference to people's lives during your lifetime is extremely rewarding. It is wonderful to be involved in the early stages of what will hopefully be a multi-generational family Foundation.

Our Foundation believes a country as wealthy as Australia should not have a homelessness problem. We are passionate about helping disadvantaged Australians of all ages.

Our on-going relationship with Wintringham has been the most rewarding and largest collaborations we have undertaken. Meeting with the clients of Wintringham, hearing their stories and seeing how their lives have improved with secure housing allows you see the real difference the Foundation is making in people's lives. It is truly a heart-warming experience.

Relationships with an organisation and their key people are extremely important. Upon meeting Bryan Lipmann, one could feel the determination and enthusiasm he has for his work and this flows throughout Wintringham; through their staff, volunteers and ultimately through to their clients.

Trust is extremely important. Knowing an organisation has all the 'i's' dotted and 't's' crossed is vital and having confidence that they can deliver the service/program as promised is essential. Believing our grants will be used in the most efficient and responsible manner is extremely important and trust is the basis of that.

We would like to be remembered for helping disadvantaged Australian's and for making a difference to the lives of the people we provide housing for. Ultimately we hope our work will inspire others to consider engaging in philanthropy.

We wish to reduce the number of homeless people in Australia, and hope for the day that Australia doesn't have a homelessness problem. We realise this is a big mission statement, and sometimes it feels like the problem is insurmountable, but we feel if philanthropy, government and NFP's put this issue to the forefront we can make a difference.



## A river called Rec runs through it

**When a person's life has been extremely hard – maybe through ill luck, maybe due to bad decisions, maybe because of a rotten hand dealt at birth – you'd think they'd be grateful to get any sort of help in later years, wouldn't you? That's not what we think.**

We think that everyone entering a Wintringham service is entitled to at least the same level of care and quality home environment that any older Australian has a right to expect. In fact, we want our services to be far beyond the expected.

When we ask the people what Wintringham feature they most value, the answer very often is 'Recreation'. Having access to meaningful recreation activities seems to consolidate and embed an overall sense of well-being.

Dan Gray, our Recreation Manager, explains the Wintringham approach; "We don't run generic, one-size-fits-all recreation programs. Our whole focus is listening to what will be most meaningful for each person and working with them to find the avenues that will deliver meaning and fun. Activities are only worthwhile if they match the needs and desires of the people undertaking them."

Three vivid examples from this year illustrate where this approach can take you.

### Wandering Bean

A new volunteer, Beau, came on board with enthusiasm and unexpected skills as a barista. At the same time there were a group of people who had been deeply involved with our inner city Planned Activity Group, who had got a lot out of the group and were feeling a real need to give back in some fashion. Having established a degree of stability and camaraderie in their lives, they wanted to break through that discomfiting stereotype of service recipients and become, instead, the service providers.

And what service are Melburnians most in need of?

Good coffee, obviously.

Inspired by Beau and Recreation staff member, Emlyn, a team of residents assembled for barista and food handling training. Making use of the Moonee Valley Men's Shed, a handsome Coffee Cart was constructed. Naming and badging the enterprise was the next step – the group settled on 'The Wandering Bean Coffee Cart (supporting the homeless)'.

The Wandering Bean is out and about for regular gigs these days.

So, what's the coffee like? It's bloody brilliant.

### London Calling

One of the original employees at our Williamstown Hostel, Melinda, is a feisty woman with a can-do attitude to life. She emigrated from England as a youngster and has enjoyed travelling back to explore her memories and give them a jolt. She's at an age now where she talks about taking items off her Bucket List.

Bob has lived at the hostel for about a decade and, in many ways, they have been the best years of his life. He met the love of his life, Bev, when he first moved in and he thoroughly enjoys the community he's found here. Like Melinda, Bob emigrated from Britain as a young 'un and has found, as he's grown older, that his mind turns frequently back to the life he lived there.

"What's top of your Bucket List?" Melinda asked Bob one day as they enjoyed a chat. "A trip home to England," he replied without hesitation.

Melinda looked him square in the eye and said, "So, what are you going to do about that?"

Bob had a small legacy tucked away. Though it still seemed unimaginable, he decided he wanted to use it to make a trip happen. He spoke to Laureen, Williamstown's Recreation coordinator and together they started to make plans. There were many barriers – Bob's health would not let him travel alone. He did not have a passport. No, worse than that; he did not have a birth certificate.

This is not a story about the process, nor is it even about the trip (have to tell you though that Melinda went with him, he visited the Portsmouth house where he grew up, he witnessed the changing of the guard, rode a double decker bus, went to the London zoo and generally wore the wheels off his walker).

This is the story about a dream coming true. Bob has felt differently about life since he realised his dream.

### The Jesus Sessions

A shy man known as Jesus has lived at McLean Lodge in Flemington for a handful of years. He is a talented musician who has never found, or even looked for, an audience for the impressive assembly of sounds he creates.

Scott is the quietly-spoken but tenacious Recreation coordinator at McLean. He is also a musician and, as such, understands that music opens profound depths of meaning for the chosen.

Slowly, Jesus started to play to an audience of one – Scott. First came the vocals, then full songs, and then full jams. Jesus and Scott started to talk about making an album. Scott had contacts. Jesus had talent and a folio of songs he'd written. Neither of them had money.

Calling on his wonderfully generous friends and contacts, Scott engineered studio time and session musicians. For Jesus, the thought of meeting and playing with strangers in a strange setting was huge.

The studio was set; Jack the engineer had amps, drums, keyboards and pianos all miked and sounding great. Jesus arrived. Pat, Liam and Mannix arrived. Introductions were made, no further words spoken. People moved to their instruments. Jesus chose a brown, hollow-bodied Danelectro from a rack of vintage guitars. He plugged it in. Insisting on full improvisation, he led the way. Shyness was no longer a concern. Jesus guided the team to sounds he liked, throwing around opinions and instruction and following the lead of others when appropriate. The collaboration was smooth. Four hours later, Jesus and the boys had knocked out 14 eclectic, psychedelic, folk, kraut and punk inspired tracks and called it a day.

An album has not been released.

And that does not matter at all.



## The Big Dam

Jacqui has been living in her car for 10 years. She grew up in country Victoria. When Jacqui was six months old, she and 11 of her 14 brothers and sisters were taken from her mother to be cared for by the church. She doesn't know her birthday, she doesn't know her name. As an adult she found herself running from the railway man she married to the only place she knew that was different. She went to the coast. She's been living in the natural surrounds in Geelong ever since.

"My kids had never seen the sea, and when they saw it for the first time said, 'that's a big dam!'"

When her kids got old enough, they moved out to do their own thing, but Jacqui decided to stay living in her car, giving her the freedom to travel to each of them and stay connected. She designed tattoos for a while and also tutored students in piano and reading. She made a 'couple of bob' in cleaning, which paid towards her training as a nurse, eventually working in aged care. "People don't employ you when you're homeless. I couldn't do much about that so I started drawing again and selling my art for \$10 a piece out of my car."

Jacqui submitted her work in the inaugural Wintringham art show. "I threw up three times," recalls Jacqui. Colleen, a Wintringham Board Member who helped Jacqui get connected, came over and gave her a hug. "She introduced me to this fellow called the Lord Mayor and I had to say, 'excuse me' and I ran for the toilets and threw up. I calmed myself down, went back and there's the

Lord Mayor. I threw up again. Coming back from having a smoke I was told all three of my pieces had been sold and that was the last time I threw up.

"I look at the photos and there's me with the Lord Mayor and no one will believe I'm homeless. I'm proud of myself. For the first time in a long time my sons looked at me with pride. You can't get much better than that, for me anyway."

Jacqui says she gets support from some good people in her life now. She stayed at the Mill for a while and, as grateful as she felt, it didn't have the lumps and bumps that the back of her car seat has. "I'd prefer to be in my car seeing what's coming at me than not.

"I try and protect people that go into the public toilets. Some sleep in their car and hang out in the wrong spots, and because they're new at it, I tell them where to go. Most are younger. I've seen some very horrific things. I've seen rapes, attacks. No one wants to help or do anything about it. I had a sign on the back of my car that said 'Domestic Violence? Ha! Try homeless violence!'"

Jacqui has a tattoo on her left hand of a bull-ant. It's to remind her that she's strong, even when she's on her own, and even though she's small. "When ants get together you'll have a bit of a problem, but they've still got a bite on their own.

"I'll probably be buried in my old car. My art is my way out of things."

## Financials

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
Revenue from operating activities	42,602,272	39,042,859
Other revenue	1,093,870	1,009,717
Total revenue	43,696,142	40,052,576
Employee benefits expense	33,237,368	29,946,302
Finance costs	84,553	109,692
Resident and client services	4,196,055	3,506,889
Property maintenance, utilities and insurance	2,624,351	2,777,053
Administration and other expenses	1,848,512	1,718,466
Total expenses	41,990,839	38,058,402
<b>Surplus before depreciation</b>	<b>1,705,303</b>	<b>1,994,174</b>
Depreciation on property, plant and equipment	2,267,541	2,453,470
<b>(Net deficit) before capital items</b>	<b>(562,238)</b>	<b>(459,296)</b>
<b>NON OPERATING ITEMS</b>		
Revenue from capital grants and donations – Wintringham	1,586,449	6,433,647
Revenue from capital grants and donations – Wintringham Housing	20,000	1,746,000
Gain on acquisition of a business	0	930,663
<b>Net surplus for year</b>	<b>1,044,211</b>	<b>8,651,014</b>

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

<b>CURRENT ASSETS</b>		
Cash and cash equivalents	13,629,109	12,474,269
Trade and other receivables	1,078,838	1,971,391
Inventories	66,172	69,873
Other current assets	1,202,025	209,014
Total Current Assets	15,976,144	14,724,547
<b>NON-CURRENT ASSETS</b>		
Investment property	515,372	524,294
Property, plant and equipment	76,516,005	77,689,752
Total Non-Current Assets	80,031,377	78,214,046
Total Assets	96,007,521	92,938,593
<b>CURRENT LIABILITIES</b>		
Trade and other payables	5,853,511	3,322,112
Short term borrowings	10,704,106	11,964,754
Short term provisions	5,621,661	4,932,187
Total Current Liabilities	22,179,278	20,219,053
<b>NON-CURRENT LIABILITIES</b>		
Long term borrowings	1,157,948	1,119,319
Long term provisions	243,040	217,177
Total Non-Current Liabilities	1,400,988	1,336,496
Total Liabilities	23,580,266	21,555,549
<b>Net Assets</b>	<b>72,427,255</b>	<b>71,383,044</b>

### WINTRINGHAM CLIENTS

With no assets upon admission		With less than \$10K upon admission	
2005	22%	2016	75%
2016	52%		
Average stay (years)		Types of pension	
Home Care	2.36	Aged	76%
Residential Care	3.34	Disability Support	23%
Housing	3.68	DVA	1%

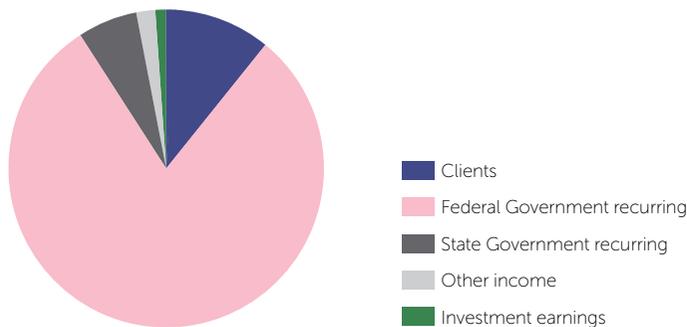
### WINTRINGHAM STAFF

Total staff	608	Average age of staff	46.5
Full time staff	109	Male staff	19%
Part time staff	399	Female staff	81%
Casual staff	100		

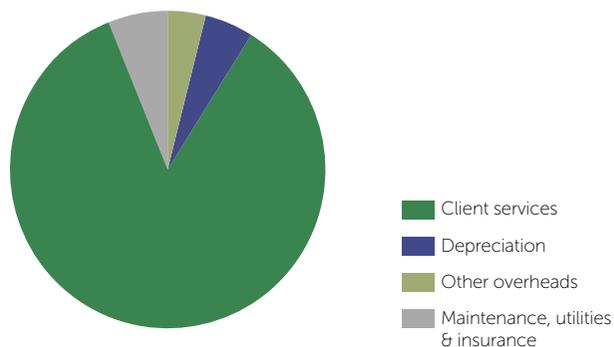


## Financials

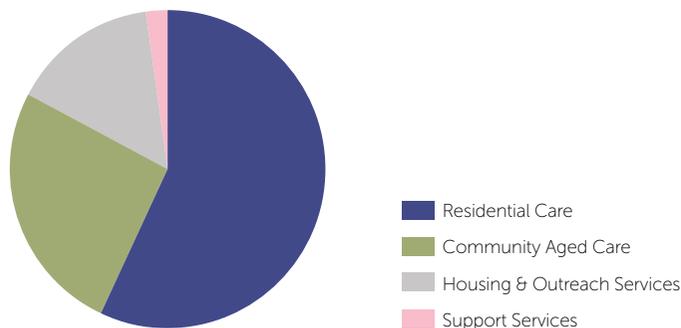
### OUR INCOME



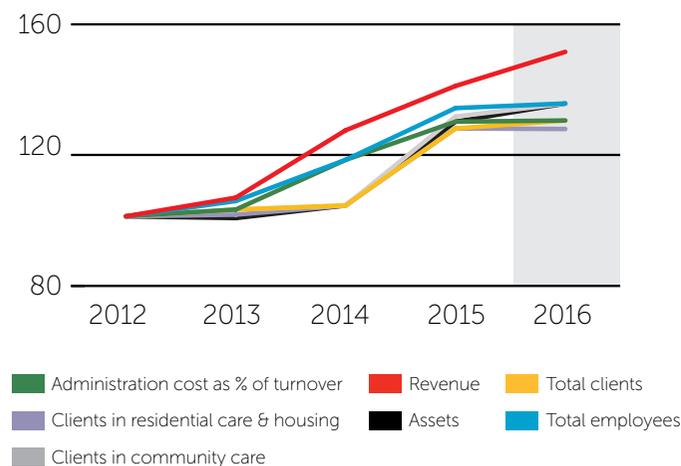
### HOW WE SPEND IT



### BUSINESS SEGMENTS



### 4 YEAR TREND



## Who were they? Why do they matter?

Angus Martin House is our soon to be opened supported residential accommodation in Frankston. It will become home for 45 people who would otherwise struggle to find anywhere decent to live. We were able to purchase the site because of the exceeding generosity of the Peter and Lyndy White Foundation.

Some benefactors expect that services will be named for them. Not so the Whites. They are happy to endorse the long Wintringham practice of naming new services for homeless people who have come to live with us and whose memory we particularly wish to honour.

Angus Martin **(1)** was a veteran of the Egyptian campaigns in World War 2. He volunteered to return for a second stint; he'd left mates there, he said. "You can't just leave 'em alone."

He sustained injuries which later in life saw him crippled. His legs were twisted and painfully withered. He came to live at our McLean Lodge and there a collection of fine women, including those pictured with him – Lee-Anne Diano, Bev Febey, Wendy Palmer and Dot Lipmann – saw to it that he was belatedly awarded the Defence Forces Medal.

Speaking of McLean Lodge, it was named after the marvellous Pat McLean **(2)**, a wild Irishman who lived at Melbourne's old night shelter, Gordon House, when Bryan Lipmann, who went on to establish Wintringham, worked there. Pat ran the residents' committee in an impassioned and slightly haphazard way. To know him was to be delighted every day by all reports.

Robert Atkins **(3)** was an all-singing dervish of a man. He lived at McLean Lodge and his mates there suspected he'd been frightfully well educated at some stage such was his erudition and novel turn of phrase. Our beautiful housing in Kensington is named Atkins Terrace after this splendid man.

Eunice, oh Eunice. Another veteran of Gordon House, Eunice Seddon **(4)** came to live out her gracious days at our Williamstown Hostel. People still cry when they think of her. Our major aged care residence in Dandenong is called Eunice Seddon Home in her honour.

Jack Gash **(5)** was a rascal of a man; sharp, funny and completely endearing. He had stayed a long time at Gordon House but came finally to his peaceful end at his home in Atkins Terrace. Now he has wonderful housing in Avondale Heights named after him.

Why do they matter? Angus, Pat, Robert, Eunice and Jack matter because they were each vibrant, unique and good hearted people who led enriching lives. They may have been poor; they may have carried hidden burdens; they may have lacked traditional family supports, but they absolutely mattered to us who knew them. And, for those of us who did not have that pleasure, there is a shared strength in honouring their lives each and every Wintringham day.



## What does Wintringham do?

Wintringham is a not-for-profit welfare company founded 27 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, to be operational in 2017).

### 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 & Delahey.

### Housing

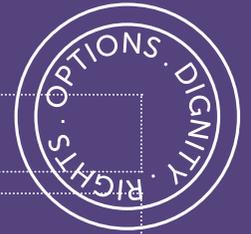
532 predominantly one-bedroom units: Jack Gash Housing in Avondale Heights (18); Atkins Terrace in Kensington (20); 2 Rooming Houses in Flemington (9); Lionsville in Williamstown (60); Delahey Housing (124); East Bentleigh Housing (20); CBD apartments – Ebsworth House (24) & Guildford Lane (16); Gilgunya 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; IT; Human Resources including OH&S, and Communications.

*Our inaugural art show, held at the Collingwood Gallery in Homelessness Week 2016, brought together artists from across Wintringham. Works from this show are showcased in Wintringham's Christmas Cards and 2017 Calendar. Our featured reverse-side poster is 'Balyong' by Jacqui, whose story is told herein. Our cover photo, taken by Tania Jovanovic (taniajovanovic.com.au), is of John Kenney, a man who found the cure for invisibility.*



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### Wintringham Housing Ltd

ABN 84 129 707 937

*If you would like to donate to Wintringham, please visit our website using the secure portal.*

[www.wintringham.org.au](http://www.wintringham.org.au)