



Wintringham



**Top: Ross Cooke, Helen Small and Michael Deschepper. Bottom: Harry Georgalas, Bryan Lipmann and Sue Rosenhain.**

#### Cover image

Betty O'Keefe was one of the first residents at Wintringham's Atkins Terrace and has lived there for nine years. Betty was born and grew up in Maryborough. At the age of fourteen she moved to Melbourne and worked in the central exchange as a telephonist. Betty had eight children and spent much of her adult life travelling around Australia. She has enjoyed working in hospitals and caring for people and, in the 1980s, worked full time at the Royal Melbourne Hospital. In more recent years she has been involved as a volunteer. Betty has more than seventeen grandchildren, and two great grandchildren, in Melbourne.

Tanya Atkinson is a Support Worker in Wintringham's Housing Support for the Aged Program. Tanya provides general support to up to 60 residents who live at Ebsworth House, Guildford Lane and Atkins Terrace. This program focuses on providing support and linkages to the local community, assisting residents who were once homeless, or at risk of homelessness, to maintain their tenancies and to have a high quality of life.

PHOTOGRAPHY: TANIA JOVANOVIC

## President's message

It is my pleasure to provide an overview of progress at Wintringham in the past year. As President of the Wintringham Board, I enjoy a unique perspective on a company which has consistently demonstrated what it means to put a commitment to social justice into meaningful action.

As has been the case in each of its nineteen years, in 2007–2008 Wintringham has grown and developed. With more than 400 CACP and EACH packages now provided by Wintringham, an additional community care office was opened in Dandenong. This is the fourth such office, joining branches in Seddon, Ascot Vale and Moorabbin. For us, these are important centres for Wintringham staff who support, reach out to, and care for, the frail and financially disadvantaged elderly in the community.

In another exciting development, the Board and Management resolved to form a subsidiary company, Wintringham Housing Ltd, and apply to the Victorian government's Office of Housing for registration as a Housing Provider. The Board agreed that in current policy frameworks Wintringham's mission – to provide dignified, affordable, high quality care and accommodation to frail, financially disadvantaged, elderly men and women – would be best served by the establishment of a Housing Provider arm. Wintringham Housing was registered on 28 August 2008.

We are rightly proud of the careful design, the quality aesthetics and the dedicated maintenance of all Wintringham's residential facilities. It has been our experience that people who have had difficult challenges in their lives are heartened and strengthened when they get the chance to live in pleasant and supported surroundings. Wintringham Housing will see that our high standards are more widely applied.

One of our concerns when we considered the growth that would be occasioned by the formation of Wintringham Housing was the toll rapid change can have on staff morale. I believe Wintringham enjoys a strong and lively culture, and that our biggest and best assets are not our great buildings, but our great staff. There must be enduring qualities of hope and hard work within the staff themselves which allow them to adapt and cope with change. They are warmly congratulated by the Board for the challenges with which they regularly contend.

Of course, leadership is a key element in the success of any organisation. Our CEO, Bryan Lipmann AM, founded the company and his vision of a just community and just workplace informs every aspect of what we do. That Wintringham is such an efficient and innovative organisation is a tribute to Bryan and his team.

With the change in federal government in November 2007, it was encouraging to have Prime Minister Rudd elevate homelessness to one of the first issues the new government would address. Given his standing

in the field, Bryan was invited to Canberra to participate in Round Table discussions prior to the development of a Green Paper. On behalf of Wintringham, Bryan wrote a submission which has been widely read and which will no doubt help shape the White Paper, particularly as it pertains to the elderly homeless. Bryan's submission was called 'A Home Until Stumps', and a copy can be found on the Wintringham website: [www.wintringham.org.au](http://www.wintringham.org.au). It is well worth looking up.

In early 2008, the Wicking project commenced. This was the much anticipated research project led by our Research Manager, Dr Alice Rota-Bartelink, and supported by the generous funding of the Wicking Trust administered through the ANZ Trustees. The project aims to test and document a model of care for elderly people with alcohol related brain injuries. Dr Rota-Bartelink has set up a group home for four participants and, while the process has involved many challenges, the project is progressing well.

The Wicking Trust is one of a number of donors who have helped sustain our important work. A variety of philanthropic trusts have contributed over \$1.3 million to our new Eunice Seddon Home, now under construction in Dandenong. A new bus was delivered to the Ron Conn Nursing Home courtesy of the Bennelong Foundation. These acts of generosity cause material improvement in the lives of our client group. We sincerely thank everyone who has donated to Wintringham during the year.

Another major event in the life of Wintringham was the departure of Harry Georgalas, the company's Chief Financial Officer for fifteen years. Harry was integral to the company's financial and organisational development. He was seen off in fitting Wintringham style, and will be fondly remembered. His replacement is Michael Deschepper. Michael was the CFO of a publicly listed share broking and financial planning company. Together with Bryan and Helen Small, General Manager of Operations, Michael will continue Wintringham's record of quality operations, investment in staff and services and responsible financial management.

Finally, I would like to acknowledge my colleagues on the Board. I thank Sue Rosenhain, our Vice President, Netty Horton, Jeff Gole, Emily Grant, Mark Stewart, Elizabeth Ozanne, Howard Ronaldson, Bryan Lipmann and Jame Lewis. Together we form a robust group, offering varied perspectives, but sharing an enormous pride in Wintringham's work.

I would like to express my sincere thanks to Jame Lewis, who left the Board in November 2007 after more than twelve years of exceptional service, including nine as President. Jame's passion for and stewardship of Wintringham will be a lasting legacy.

Ross Cooke

## **List of Directors**

President

**Mr Ross Cooke**

Vice President

**Dr Sue Rosenhain**

**Mr Jame Lewis**

Resigned November 2007

**Ms Netty Horton**

**Associate Professor Elizabeth Ozanne**

**Ms Emily Grant**

**Mr Howard Ronaldson**

**Mr Bryan Lipmann**

**Mr Mark Stewart**

**Mr Jeff Gole**



## Wintringham people

### REGGIE HILLIER

Reggie Hillier is a friendly, good-humoured and introspective man who has lived a hard life. His diverse and, at times, troubled life experiences have led to the development of a positive philosophical outlook and the desire to help others to stay out of trouble and make better life choices.

Born in Tasmania, Reggie and his two siblings were raised by their widowed mother. He never got to meet his father, who was a prisoner of war in Changi. Nonetheless, Reggie followed in the footsteps of his father, who had been a champion bantam weight boxer – he took up boxing as a teenager and people often pointed out his similarity to his Dad.

His mother died when he was thirteen, and Reggie moved to Melbourne to live with his brother. Shortly thereafter, he got a job as a sales assistant in the menswear section of a department store. At seventeen years of age, Reggie enlisted in the army and served for three years, including one year's service in Vietnam. Reggie enjoyed his time in the army because it gave his life structure and discipline. But he married young – too young, he says – and the responsibilities of married life forced him to leave the army.

Shortly after returning from service, Reggie commenced employment as a painter and docker down on the waterfront. He worked in this job for thirteen years, and it was during this time that he got involved with drugs and alcohol, ending up on the wrong side of the law. He developed a philosophical outlook during his lengthy incarceration, where he was confronted daily with the realities of substance abuse, mental health issues, criminal mentality and behaviours. Life 'inside' gave Reggie a new perspective on things. Music was one of the few things that helped him through.

When Reggie returned to life on the outside he decided to pursue his passion for music. He bought himself a bass guitar, and set out to improve his technique. Reggie lived in temporary accommodation for around fourteen months before being referred to Wintringham. Wintringham has encouraged Reggie's musical interests and has gladly paid for guitar lessons down at Billy Hyde's. Reggie makes the most of his lessons, and recently played a gig with the Billy Hyde *Weekend Warriors* as part of his tuition. Reggie also participates in song writing and jamming sessions at the Ozanam Community Centre, where he acts as a mentor to the young people. Reggie hasn't used alcohol or drugs for years. He enjoys the clarity that comes with sobriety, and feels much better for it. He likes to use his experiences to teach others to stay on the right path in life.

Since linking up with Wintringham, Reggie has found stable housing, and he enjoys the comfort that comes with having a place of his own, and the security that comes with having all his bills paid ahead of time. Reggie loves the staff at Wintringham and he feels they do a lot for him. He likes nothing better than coming down to the office for chats with the girls, and he loves regularly going out for coffee with Bev, his case manager. Reggie says that being with Wintringham gives him a sense of security and puts him at ease.

While he knows to take each day as it comes, Reggie feels that for the first time in a long time he is the master of his own destiny.

### RON WOLTER

Ronald Percival Wolter was born in Richmond into a family of five brothers, one of whom was his twin, Jeff. Their dad died early and his mum became the centre of the boys' universe. Ron adored her.

The family moved to Hawthorn and it was there Ron first developed a passion for greyhounds. Gazing through a window at the front of his house, he watched a man walking his four dogs every day. He didn't get his own dog until 1974, a bitch, who he started training at six months of age, and who won her first race at fifteen months old. Ron was hooked! Over the years, he has owned five dogs, and trained six others.

Ron has made a lifelong study of veterinary science, and is quite an expert on animal physiology. His personal life was marred by tragedy when his only child died young and his marriage was destroyed.

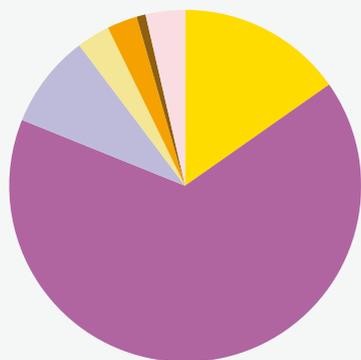
McLean Lodge is now his home. He found a new lease of life when Wintringham Recreation staff hooked him up with a local greyhound trainer. Each morning, Ron takes the tram to Essendon and helps work the animals.

Ron loves thoroughbred horses but he considers greyhound racing to be the true sport of kings. Certainly he feels privileged to have shared so much time and excitement with these magnificent animals. He has travelled all through Victoria with his dogs, and interstate when they have been winners. 'A man could not ask for a better life', Ron says.



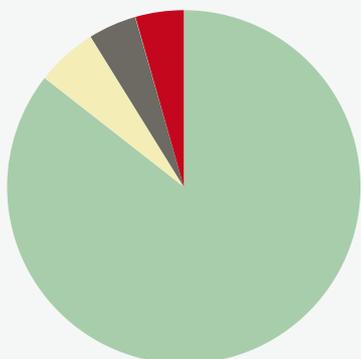
*Ron Wolter*

## 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 2008

#### Current assets

Cash and cash equivalents  
Trade and other receivables  
Inventories  
Financial assets  
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

	2008 \$	2007 \$
<b>Current assets</b>		
Cash and cash equivalents	4,235,635	2,224,101
Trade and other receivables	1,213,192	802,059
Inventories	41,629	37,010
Financial assets	–	18,000
Other current assets	44,137	59,072
<b>Total current assets</b>	<u>5,534,593</u>	<u>3,140,242</u>
<b>Non-current assets</b>		
Investment property	255,253	256,753
Property, plant and equipment	25,921,542	23,899,116
<b>Total non-current assets</b>	<u>26,176,795</u>	<u>24,155,869</u>
<b>Total assets</b>	<u>31,711,388</u>	<u>27,296,111</u>
<b>Current liabilities</b>		
Trade and other payables	3,755,398	2,049,027
Short term borrowings	1,035,301	1,152,745
Short term provisions	100,000	–
<b>Total current liabilities</b>	<u>4,890,699</u>	<u>3,201,772</u>
<b>Non-current liabilities</b>		
Long term borrowings	5,199,699	4,452,399
Long term provisions	520,243	499,138
<b>Total non-current liabilities</b>	<u>5,719,942</u>	<u>4,951,537</u>
<b>Total liabilities</b>	<u>10,610,641</u>	<u>8,153,309</u>
<b>Net assets</b>	<u>21,100,747</u>	<u>19,142,802</u>
<b>Equity</b>		
Reserves	5,620,054	3,807,554
Accumulated funds	15,480,693	15,335,248
<b>Total equity</b>	<u>21,100,747</u>	<u>19,142,802</u>

## INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2008

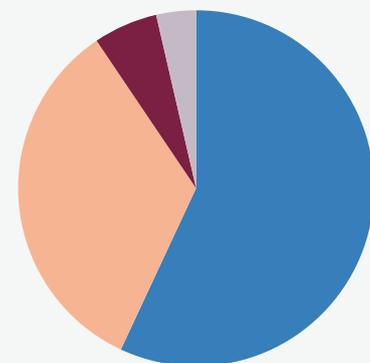
	2008 \$	2007 \$
Revenue from operating activities	16,453,578	14,210,724
Other revenue	755,391	488,855
<b>Total Revenue</b>	<b>17,208,969</b>	<b>14,699,579</b>
Employee benefits expense	12,818,833	11,311,821
Finance costs	73,866	36,783
Resident and client services	1,950,037	1,525,940
Property maintenance, utilities and insurance	1,101,424	991,301
Administration and other expenses	676,676	537,135
<b>Total expenses</b>	<b>16,620,836</b>	<b>14,402,980</b>
Surplus before depreciation	588,133	296,599
Depreciation on property and plant and equipment	792,688	799,851
<b>Deficit before capital items</b>	<b>-204,555</b>	<b>-503,252</b>
Revenue from capital grants and donations	2,162,500	335,563
<b>Net surplus (deficit) for year</b>	<b>1,957,945</b>	<b>-167,689</b>

## CASHFLOW STATEMENT

FOR THE YEAR ENDED 30 JUNE 2008

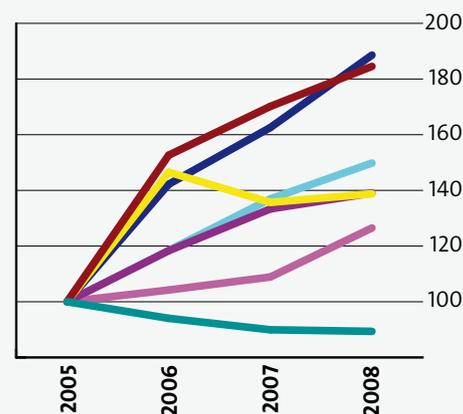
	2008 \$	2007 \$
<b>Cashflows from operating activities</b>		
Cash receipts in the course of operations	17,667,064	14,827,995
Interest received	201,513	109,433
Cash payments in the course of operations	-16,802,288	-14,714,924
Borrowing costs	-73,866	-36,783
<b>Net cash provided by operating activities</b>	<b>992,423</b>	<b>185,721</b>
<b>Cashflows from investing activities</b>		
Proceeds from sale of non-current assets	106,523	12,727
Payments for property, plant and equipment	-1,311,273	-1,258,011
<b>Net cash used in investing activities</b>	<b>-1,204,750</b>	<b>-1,245,284</b>
<b>Cashflows from financing activities</b>		
Proceeds from borrowings	-	389,335
Repayment of borrowings	-27,240	-
Proceeds from capital grants and donations	2,162,500	335,563
Net receipt of accommodation bonds	262,761	677,520
<b>Net cash provided by financing activities</b>	<b>2,398,021</b>	<b>1,402,418</b>
Net increase in cash held	2,185,694	342,855
Cash at the beginning of the financial year	1,388,258	1,045,403
<b>Cash at the end of the financial year</b>	<b>3,573,952</b>	<b>1,388,258</b>

## Client service segments



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

## Three year trend



- Revenue
- Total employees
- Client in community care
- Total clients
- Clients in residential care
- Assets
- Administration cost as % of turnover

## Wintringham numbers:

Staff	
Total staff	319
Full time staff	55
Part time staff	228
Casual staff	36
Average age of staff	43
Male staff	14%
Female staff	86%

Clients	
With no assets upon admission 2005	22%
With no assets upon admission 2008	31%
With less than \$10,000 upon admission	68%
Average stay (years) in Community Care	1.66
Average stay (years) in Residential Care	4.16
Average stay (years) in Housing	4.17
Average stay (years) in Nursing Home	2.06
Types of pension:	
Aged	69%
Disability Support	23%
DVA	8%

As at 30 June 2008

## Wintringham

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## What does Wintringham do?

Wintringham is a not-for-profit welfare company working with elderly men and women who are homeless or at risk of becoming homeless.

Wintringham was created nineteen years ago from the conviction that the elderly poor should not have to live and die in homeless persons' night shelters. Since then, the company's revolutionary approach to aged care, its forward thinking and its motivating philosophy of 'Options, Dignity, Rights' have made it a global pacesetter in the care of the elderly homeless. With the aim of providing 'a home until stumps' for people entering our services, Wintringham customises integrated assistance appropriate to individual needs. These services include:

- .. McLean Lodge, a 20 bed low care residential facility in Flemington
- .. Port Melbourne Hostel, a 35 bed low care residential facility
- .. Williamstown Hostel, a 60 bed low care residential facility
- .. Ron Conn Nursing Home in Avondale Heights, providing high care to 60 residents
- .. Eunice Seddon Home, a new 60 bed facility being constructed in Dandenong
- .. 406 Community Aged Care and EACH Dementia Packages providing home based care from four regional offices in Moorabbin, Seddon, Ascot Vale and Dandenong
- .. An extensive Outreach service to elderly homeless men and women
- .. An innovative Recreation Program operating across eleven Wintringham services
- .. Nomination rights from Melbourne Affordable Housing for 40 one bedroom apartments in Melbourne's CBD and six Transitional Housing Program units
- .. Two rooming houses in Flemington, one for women and one for men
- .. A Research Division undertaking the Wicking Project

Our subsidiary company, Wintringham Housing, offers the following:

- .. Twenty housing units at Atkins Terrace in Kensington Banks
- .. Management for the Office of Housing of 60 one bedroom older person housing units in Lionsville Williamstown, and 20 in East Bentleigh

Wintringham also plays an active and assertive role in program development and policy formulation in Canberra and Melbourne.