

ANNUAL REVIEW

2004 - 05



Wintringham

Pension level Special Residential Services (SRS's) continue to be 'dumping grounds' for many of Melbourne's elderly homeless.

All too often Wintringham is contacted a few days before an SRS is closed (frequently because of breaches in fire safety regulations) and a frantic search is started to find alternative accommodation. Where possible, residents are offered places at Wintringham, but almost inevitably we have few, if any, vacancies.

In the words of one of our managers, "Driving a sobbing, intellectually disabled man away from the SRS he had lived in for 20 years, wondering if he would ever settle at Wintringham, to seeing him smiling happily in a photo at one of our holiday excursions to the coast, I could not have been happier".

Cover image:
Newly-planted tree near the main entrance at Wintringham's new Ron Conn Nursing Home.

Chief Executive Officer's Message

We are trying something new with this year's Annual Report – it's a lot smaller and easier to handle so we hope you like it.

Wintringham was established in 1989 to provide high quality care to homeless elderly men and women. We were fortunate that we established the company in a period where capital funding from the government for homeless people was still available. As a result we grew quickly to the stage that within 10 years we had established a range of low care residential facilities; an extensive choice of housing and support options; and over 270 Community Aged Care Packages.

The one missing link was nursing home care. And so we embarked upon our most adventurous decision to date: the design and construction of a 60 bed nursing home. Along the way we also had to find over \$7 million and a site. This we have achieved, and I am delighted to say, the nursing home is now open and providing care to frail and elderly people, many of whom were previously homeless.

This wonderful achievement could not have been possible without the support of both the Federal and State Governments and in this regard I particularly want to thank Bronwyn Pike who as Minister for Housing and Aged Care made a significant capital contribution.

The life blood of any organisation is its personnel. Wintringham has always been fortunate to have a variety of skilled and passionate people who want to make a difference in the lives of elderly homeless people. In addition to many new personal carers and case workers, this year we have also been able to welcome four new senior managers which, given the stability of our workforce, is probably the first year in our history where so many senior and experienced managers have joined the company. Helen Small, Sue Brumen, Nicky Bayes and Kelvin James have all demonstrated that they like and are comfortable with the Wintringham ethos, and in the process, have all had a big impact in re-invigorating the rest of us.

The year has also seen our existing managers take on new responsibilities as their experience and confidence grows. We have always prided ourselves in the large number of our managers who are 'home-grown': young people who have started in relatively junior positions and whose work has been rewarded through promotion and trust. My favourite story is of a current manager who started as a tea lady with another organisation and who now manages a budget of over \$1.3 million with a staff of 25 full and part time employees.

The future of Wintringham is in good hands.

Bryan Lipmann AM

Ron Laver

Ron is 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 their car and ran it into the river. In Rutherglen he worked for vineyards doing casual labour and later on, moved to the Barossa where he did similar work.

Ron sometimes used pseudonyms, calling himself Jimmy Corbet on one occasion when he got into a bit of trouble in Echuca. The presiding JP who was Irish was so amused that Ron had named himself after a world boxing champion, he organised a free train trip to Melbourne to help him get re-started.

Ron was born in 1936 and still remembers his parents and especially his mum and how she looked after Ron and his 5 brothers and sisters. "We were all treated the same – she had no favourites". At 14, Ron left school and worked for the Sunshine Pottery for the princely sum of one pound two and six a week! Eventually, Ron completed his 5 year apprenticeship as a fitter and turner and started working for Massey Ferguson where he stayed for 12 years.

Ron has had a tough life, but those who know him will agree that we have never seen his happy disposition clouded by depression or anger. "I love people – love talking to people. And I've seen some things – but they're not for publication!"

"When my legs went on me, I ended up at Gordon House and then to a few places after that, but none of them have been half as good as this place. I've got the best room – everyday I sit out on my veranda and see people coming and going. Watching the seasons change. It reminds me of the bush. Which reminds me, did I ever tell you the time when I was travelling through..."



Wintringham numbers:

Carers

Total staff (30.06.2005)	171
Total staff (30.10.2005)*	227
Average age of staff	43
Male staff	16%
Female staff	84%
Average length of service (years)	3.1
Employees with 5+ years of service	20%

* Reflects opening of Ron Conn Nursing Home

Clients

With no assets upon admission	22%
With less than \$10,000 upon admission	70%
Average stay (years) in Community Care	0.99
Average stay (years) in Residential Care	3.04
Average stay (years) in Housing	1.82

Types of pension:

Aged	68%
Disability Support	29%
DVA	3%



Ronn Conn Nursing Home

The Ron Conn Nursing Home was developed to provide a high level of residential aged care within the Wintringham ethos and culture of care.

Development of a high care residential aged service has long been pursued by Wintringham. This service now allows us to meet the full continuum of care for Wintringham clients, ensuring that they continue to receive appropriate, affordable and culturally relevant care until their final days.

At Wintringham we deliver a client-centred approach to care, rather than promoting institutional or regimented programs. A particular focus at Wintringham is the environment in which people live, and a challenge of the Ron Conn Nursing Home Project was to design a building that was both functional and beautiful while allowing residents privacy, when required, and easy access to the range of social events occurring within the home.

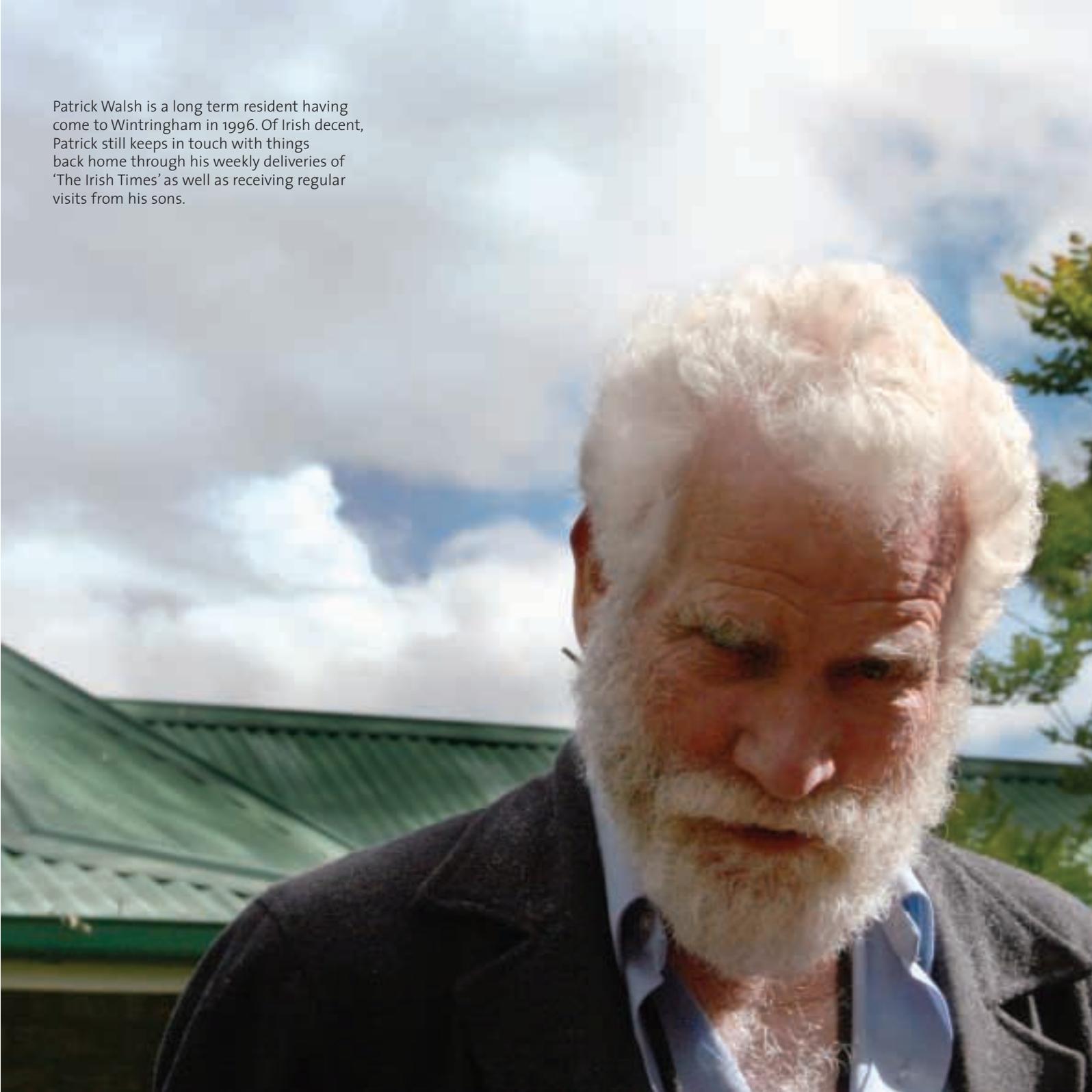
From outset, this project aimed to be the world's first nursing home specifically designed to house frail, elderly, financially disadvantaged men and women who would otherwise be homeless or at risk of homelessness. This aim has now been achieved.

The project has successfully met other targets including:

- .. Meals are cooked centrally with service taking place in the lounge and dining area. Residents have continual access to kitchenette staff which helps to ensure they are supported in nutrition and hydration needs.
- .. Residents' rooms have views into and out of the building. Each has a window looking through an internal corridor onto a courtyard and a window opposite looking out to the surrounding neighbourhood.
- .. Staff areas are located adjacent to communal areas and provide ready access to residents' rooms.
- .. The building provides residents with their own rooms and shared en-suite facilities. Rooms are set around courtyards with central lounge, dining and kitchenette areas.
- .. The design of the building promotes inclusiveness as well as privacy.
- .. We have recruited staff who understand and support Wintringham's ethos and culture. (Additional training has up-skilled staff to provide for higher resident acuity and reduce instances of regimentation that may have been learnt in other high care facilities.)
- .. Priority of entry has been given to those who are socially or financially disadvantaged.
- .. Over 50% of admissions include residents from culturally or linguistically diverse backgrounds.

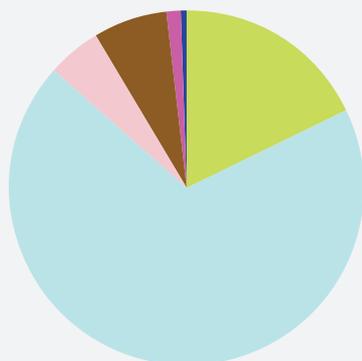


Patrick Walsh is a long term resident having come to Wintringham in 1996. Of Irish decent, Patrick still keeps in touch with things back home through his weekly deliveries of 'The Irish Times' as well as receiving regular visits from his sons.



Where does our operating income come from?

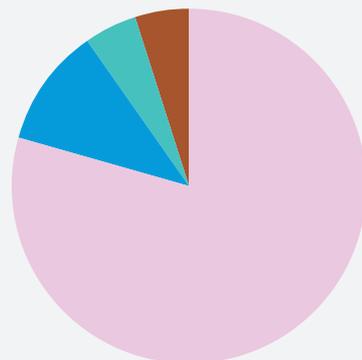
Total \$ 9.725 million



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

How do we spend it?

Total \$ 9.763 million



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

Financial statements

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2005

	2005	2004
	\$	\$
Current assets		
Cash Assets	725,921	325,707
Receivables	772,462	968,124
Investments	209,036	3,592,036
Total current assets	<u>1,707,419</u>	<u>4,885,867</u>
Non-current assets		
Property, plant and equipment	23,359,423	17,963,370
Total non-current assets	<u>23,359,423</u>	<u>17,963,370</u>
Total assets	<u>25,066,842</u>	<u>22,849,237</u>
Current liabilities		
Accounts payable	823,120	665,873
Provisions	407,620	389,161
Other	500,000	1,187,683
Total current liabilities	<u>1,730,740</u>	<u>2,242,717</u>
Non-current liabilities		
Provisions	264,705	208,168
Interest bearing liabilities	260,000	-
Other	2,345,330	2,354,216
Total non-current liabilities	<u>2,870,035</u>	<u>2,562,384</u>
Total liabilities	<u>4,600,775</u>	<u>4,805,101</u>
Net assets	<u>20,466,067</u>	<u>18,044,136</u>
Accumulated funds and reserves		
Asset Revaluation Reserve	3,507,554	3,507,554
Accumulated funds	16,958,513	14,536,582
Total accumulated funds and reserves	<u>20,466,067</u>	<u>18,044,136</u>

Note

All financial statements should be read in conjunction with the Concise Financial Statements which can be downloaded from our website or obtained by contacting our offices.

STATEMENT OF FINANCIAL PERFORMANCE

AS AT 30 JUNE 2005

	2005 \$	2004 \$
Revenue from ordinary activities	12,184,757	11,175,124
Expenses from ordinary activities		
Employee benefits expense	6,383,882	5,927,998
Resident and client services	1,368,632	1,325,655
Property maintenance, utilities and insurance	1,059,766	862,563
Administration and other expenses	470,456	409,419
Total Expenses	(9,282,736)	(8,525,635)
Surplus before tax and depreciation	2,902,021	2,649,489
Depreciation on property and plant and equipment	(480,090)	(462,021)
Surplus from ordinary activities before income tax expense	2,421,931	2,187,468
Income tax expense relating to ordinary activities	-	-
Surplus from ordinary activities after income tax expense	2,421,931	2,187,468

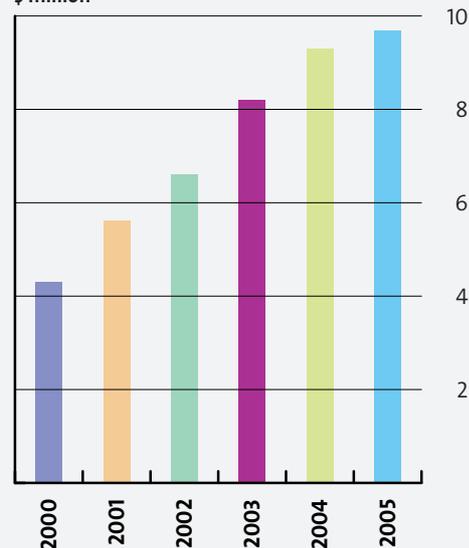
STATEMENT OF CASH FLOWS

AS AT 30 JUNE 2005

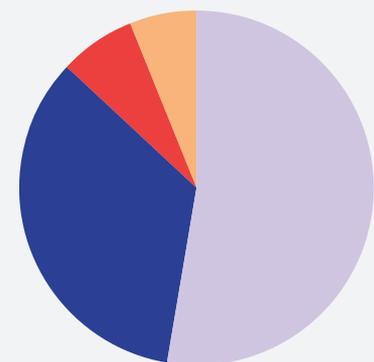
	2005 \$	2004 \$
Cash flows from operating activities		
Cash receipts in the course of operations	8,137,016	8,886,532
Interest received	140,499	211,728
Cash payments in the course of operations	(7,588,385)	(8,353,826)
Borrowing costs	(3,072)	-
Net cash provided by operating activities	686,058	744,434
Cash flows from investing activities		
Proceeds on sale of non-current assets	358,579	233,415
Payments for property, plant and equipment	(6,250,091)	(2,848,490)
Net cash used in investing activities	(5,891,512)	(2,615,075)
Cash flows from financing activities		
Donated capital inflows	77,000	295,000
Proceeds from borrowings	260,000	-
Proceeds from capital subsidies	1,978,000	1,560,000
Net receipt (discharge) of accommodation bonds	(152,953)	349,385
Net cash provided by financing activities	2,162,047	2,204,385
Net increase (decrease) in cash held	(3,043,407)	333,744
Cash at the beginning of the financial year	3,708,487	3,374,743
Cash at the end of the financial year	665,080	3,708,487

Gross turnover

\$ million



Business segments



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

Many of the clients that come through the Housing and Outreach Program at Wintringham have endured a lifetime of disadvantage. One such client (“Maggie”) was referred with what appeared to be a straight forward housing issue. Our outreach workers quickly discovered that she had both physical and mental health problems – an all too common precursor to homelessness.

Addressing Maggie’s lack of housing was never going to remove the threat of homelessness without access to extensive support. Unfortunately countless referrals to various mental health services always resulted in her being rejected because her severe personality disorder made her, in their words, “impossible to deal with”.

Eventually, “Maggie” was placed on a CACP package with Wintringham and slowly but not without continued chaos, her life began to take on some semblance of routine and order. “Maggie” continues to struggle with many issues in her life, but she is now in safe and affordable accommodation and has the benefit of long term case management which will hopefully mean she will never have to again endure homelessness.

Wintringham

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Flemington Victoria 3031

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E admin@wintringham.org.au
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What does Wintringham do?

Wintringham is a non-for-profit welfare company working with elderly men and women who are homeless or at risk of becoming homeless.

Wintringham was created 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, Rights, Dignity” have made it a global pacesetter in the care of the elderly homeless.

Wintringham’s extensive range of services include:

- .. McLean Lodge, a 34 bed low care residential facility in Flemington
- .. Wintringham Port Melbourne, a 35 bed low care residential facility that won the United Nations World Habitat Award
- .. Wintringham Williamstown, a 60 bed low care residential facility
- .. Ron Conn Nursing Home providing high care to 60 residents in Avondale Heights
- .. 271 Community Aged Care Packages providing home based care in the southern region from our base in Moorabbin and to the northern and western regions from our Seddon office
- .. 60 one bedroom older persons housing units in Williamstown
- .. 20 one bedroom older persons housing units in East Bentleigh
- .. 40 one bedroom apartments in Melbourne’s Central Business District
- .. 20 housing units at Atkins Terrace in Kensington Banks
- .. An extensive Outreach program to elderly homeless men and women funded by both the Commonwealth ACHA program and the State Government Community Connections Program
- .. An extensive Recreation program running across all Wintringham sites

Acknowledging that of itself, service provision is insufficient, Wintringham plays an active and assertive role in program development and policy formulation in Canberra and Melbourne to improve the access to quality aged care services for the elderly homeless.

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.

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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.*