

Annual Review 2017-18

President's Foreword

Wintringham has had another solid year ensuring that our energies remain directed at serving the homeless or those at risk of homelessness in our care.

The Wintringham Board is proud of the way our organisation continues to deliver the highest quality aged care and housing services to elderly men and women who are homeless or at risk of becoming homeless.

The vision that inspired the determination to create a new welfare company that would work exclusively with this disadvantaged and forgotten group of extremely vulnerable people, remains as strong today as it was in 1989 when Wintringham was formed.

We are concerned however with aspects of the recent reforms in aged care funding and the consequent diminution of the value of the residential care Homeless Supplement, a concern that Bryan Lipmann, our Chief Executive Officer has been working tirelessly on in Canberra. Similarly the requirement that people under 65 years now need to apply to NDIS before they can be considered by the My Aged Care gateway is deeply concerning.

The Government needs to be fully aware that the ongoing reality of Wintringham is of fundamental importance to the lives of elderly homeless people who have no other way to be able to access mainstream aged care services. As a matter of urgency, our concerns with the financial viability of services to elderly homeless people must be addressed.

On a more positive note, I can report that our recently acquired Supported Residential Service generously purchased by the Peter and Lynda Milne Foundation, is now operating and providing care and accommodation to vulnerable elderly people in the Frankston area.

In a separate development we have recently concluded agreements with Corrections Victoria to provide a range

of services that will improve the opportunities of exiting elderly prisoners to access appropriate aged care services.

Our architects have been working on the design of our Tasmanian service, and subject to appropriate approvals, we anticipate a 2019 start to building works in Hobart. Similarly, we are hopeful of a start in 2019 of a major \$10m housing development in Shepparton that has been made possible by grants from the Australian Housing and Medway Education (Victoria Branch), the Ian Potter Foundation and the Victorian Government. With these and other developments, we anticipate another very busy year.

My thanks go to my Vice President Gerard Mansour and all of the Directors who share my enthusiasm for the work of Wintringham. Acknowledgement and thanks also go to our CEO Bryan Lipmann and his team for their tireless efforts and the wonderful work they continue to do year after year.

It has been another fantastic year for Wintringham. Well done to all!

Jeffrey Cole  
Wintringham President

More housing now open

Ten more units for Geelong

Wintringham Housing is pleased to have once again worked in partnership with the Alexander Miller Estate and the Victorian Government to bring security, opportunity and a new home for 10 residents in Park Street Geelong.



Jeffrey Cole President (second from right) with Bryan Lipmann CEO (second left), John Higgs, Alan Goss and Janna Lewis former Wintringham Presidents celebrating McLean Lodge's 25th Birthday this year.

"What's even more comforting for our residents is that this is now their forever home. As part of the move in, we provided free assistance to help them get settled in, and turn this house into their home. We did things like help them put curtains, and put pictures and clocks on walls etc. It was just a nice way to welcome them.

"The other thing that residents love, is that the homes have really been built with their needs in mind. There's great disability access and parking at the front of the unit to change their scooters, the little things really make a big difference. Not to mention there's much more bench space in the units and solar panels on each unit which helps with energy efficiency.

"The Park Street site was originally built in 1922, and it holds a lot of history for the East Geelong area and the locals too. I've managed the facility for a while now, and the neighbour's feedback is that they're really impressed with the outcome. Our residents have even opened their doors to neighbours to show off their units.

"They're so house-proud and that's just heart-warming to see!"

Working in partnership

Park Street marks the completion of the 11th Wintringham Alexander Miller Estate project, a concern that Bryan Lipmann, our Chief Executive Officer has been working tirelessly on in Canberra. Similarly the requirement that people under 65 years now need to apply to NDIS before they can be considered by the My Aged Care gateway is deeply concerning.

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"So this is what it feels like to move from the Bronx to 13th Avenue I think", said John at a welcome barbecue for residents and staff in September.

"Ever since I was little there have been a struggle. My mum was born in a Belfast slum and I was born in Northern Ireland. Then we moved to Australia for a better life. When I was three years old."

"I grew up around the Warragabri region, and spent my formative years in Glenrowan. I landed a job with the Victorian railways, and then Melbourne and worked in Spotswood, Port Melbourne and the western suburbs for years.

"Although my luck eventually turned and I found myself unemployed at age 53, I just couldn't find another job.

"At times I felt suicidal and depressed. I just wanted a normal job, to have a home, to be able to pay the bills and put food on the table. I borrowed money from my brothers to help pay my rent, but I just couldn't quite believe it. Now that I've settled in, I'm looking forward to celebrating New Year's Eve and watching the city fireworks from my balcony, the view is great. I can even see the wheel in Docklands.

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"If I win Tattletot, I would buy this flat. I wouldn't ever want to leave!"

Sincere thanks go to Vision Australia for allowing our staff to join them at their offices in Macaulay Road Kensington for their annual originally intended.

Who is Patrick Walsh?

Patrick Walsh lived at Wintringham for 21 years, firstly at McLean Lodge in Flemington and then at ResCare in Avondale Heights; this beautiful and gentle man won the hearts of all us.

Despite being an Irish Catholic, Pat loved the Queen. If that isn't confusing enough, even more confusing were the long and complicated letters he would write to Her Majesty every day.

A painting of Patrick features on Wintringham's official stationery and website. This image is a constant reminder that every person has a special light, and Wintringham is here to see that every person in older age, especially those who are homeless and disadvantaged, are respected, cared for and encouraged to let their inner light shine.

"The stories we all have of Pat are endless, and they're always spoken with an affectionate smile as we remember just how deeply this man touched us all. So in the Wintringham tradition it seemed only fitting that our new housing units be named after Patrick, so his memory will live on," says CEO Bryan Lipmann.



Top: Resident John doing the washing up at his new Flemington home. Above: Much loved resident and Wintringham legend Patrick Walsh. Left: The Street Care long resident Jenny enjoying the gardens of her new home.

Residents moved into their brand new homes in March 2018. Each unit is a beautifully appointed one-bedroom home which is purpose-built for people who are in aged care, that optimises connection to community services, resources and social activities.

Jenny, a resident said: "I have never lived anywhere as good as this." While Pat said: "I was keen as mustard to move into the new unit with my wife."

With the help of Annie Wakeford, Wintringham's Geelong based Tenancy Management Worker, residents have settled in slowly, taking their time to decorate and moving things around to make it feel like home.

Annie was originally an employee of Alexander Miller Homes for four years, and now for almost 10 years has been working for Wintringham. Annie provides residents in Park Street with tenancy assistance, here's what she had to say about the latest improvements.

"Residents just can't believe these new homes are theirs, they're just pinching themselves that they've finally landed on their feet. For many they're feeling safe in their life."

"They're all just so deserving. Our residents are aged 50 years plus, they have a complex and difficult task which is to live in aged care. We have residents that have lived in their car before coming to us.

"What's even more comforting for our residents is that this is now their forever home. As part of the move in, we provided free assistance to help them get settled in, and turn this house into their home. We did things like help them put curtains, and put pictures and clocks on walls etc. It was just a nice way to welcome them.

"The other thing that residents love, is that the homes have really been built with their needs in mind. There's great disability access and parking at the front of the unit to change their scooters, the little things really make a big difference. Not to mention there's much more bench space in the units and solar panels on each unit which helps with energy efficiency.

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Wintringham President

Financials

| STATEMENT OF FINANCIAL POSITION | 2018        | 2017        |
|---------------------------------|-------------|-------------|
| AS AT 30 JUNE 2018              | \$          | \$          |
| Current Assets                  |             |             |
| Cash and cash equivalents       | 12,599,256  | 10,456,517  |
| Trade and other receivables     | 442,897     | 425,060     |
| Inventories                     | 68,610      | 69,231      |
| Other current assets            | 201,291     | 200,406     |
| Total Current Assets            | 13,312,054  | 11,151,014  |
| Non-Current Assets              |             |             |
| Investment property             | 492,343     | 506,203     |
| Property, plant and equipment   | 59,688,886  | 89,603,654  |
| Total Non-Current Assets        | 96,386,039  | 90,115,847  |
| Total Assets                    | 109,698,093 | 101,509,861 |
| Current Liabilities             |             |             |
| Trade and other payables        | 8,870,562   | 6,531,969   |
| Short term borrowings           | 8,035,972   | 7,635,872   |
| Total Current Liabilities       | 23,867,404  | 20,286,422  |
| Non-Current Liabilities         |             |             |
| Long term borrowings            | 642,394     | 107,464     |
| Long term provisions            | 347,341     | 337,090     |
| Total Non-Current Liabilities   | 990,090     | 1,181,520   |
| Total Liabilities               | 24,857,413  | 21,469,942  |
| Net Assets                      | 84,840,680  | 80,039,919  |
| Equity                          |             |             |
| Reserves                        | 3,507,354   | 3,507,354   |
| Accumulated funds               | 81,333,326  | 76,532,565  |
| Total Equity                    | 84,840,680  | 80,039,919  |

| STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR             | 2018       | 2017       |
|------------------------------------------------------------|------------|------------|
| END OF 30 JUNE 2018                                        | \$         | \$         |
| Revenue from operating activities                          | 49,765,566 | 46,215,178 |
| Other revenue                                              | 1,136,237  | 1,018,245  |
| Total revenue                                              | 50,901,803 | 47,249,823 |
| Employee benefits expense                                  | 37,302,413 | 35,052,051 |
| Finance costs                                              | 66,234     | 107,464    |
| Resident and client services                               | 6,322,564  | 5,250,780  |
| Property maintenance, utilities and insurance              | 3,069,720  | 2,849,940  |
| Administration and other expenses                          | 1,901,874  | 1,882,312  |
| Total expenses                                             | 48,652,803 | 45,152,815 |
| Surplus before depreciation                                | 2,249,000  | 2,097,008  |
| Depreciation on property, plant and equipment              | 2,702,389  | 2,546,489  |
| Net (deficit)/surplus after depreciation and capital items | (453,389)  | (449,481)  |
| Revenue from capital grants and donations                  | 5,253,950  | 8,062,145  |
| Net surplus for year                                       | 4,800,761  | 7,612,664  |

| STAFF PROFILE | 2018 | 2017 |
|---------------|------|------|
| Total staff   | 635  | 637  |
| Full time     | 121  | 113  |
| Part time     | 410  | 399  |
| Casual        | 104  | 125  |
| Average age   | 47   | 48   |
| Male          | 30%  | 19%  |
| Female        | 80%  | 81%  |

renowned and respected for in this industry," said Michael Deschepper Deputy CEO.

"Everything I do is focused on delivering the best possible outcomes to improve the lives of the homeless or vulnerable elderly men and women who we support every day."

Bryan says: "The timing couldn't be better. Michael is well known at Wintringham having worked as the Chief Financial Officer for 10 years after working for multi-nationals both here and abroad. He brings with him excellent skills and dedication."

Deputy Chief Executive Officer appointed



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Who we are, what we do

Wintringham is a specialist not-for-profit welfare organisation committed to providing older people exposed to homelessness with a range of high quality services. We're here to serve clients at every stage of need and provide them a home until stumps.

We assertively advocate for over 50's who are homeless or at risk of homelessness to State and Federal Government, as well as in aged care, homelessness, housing and other forums. Our forward thinking approach has made us an international benchmark for action on elderly homelessness. We serve our clients from various locations across Victoria.

Community Care service area  
Wintringham services this area from various offices across Victoria.  
Services include Outreach, Housing Support, Home Care Package assistance and Recreation.

Supported Housing  
Avondale Heights  
Ballarat  
Bentonia  
Bentleigh East  
Castlemaine  
Coburg  
Deahay  
Eura  
Flemington  
Frankston  
Geelong  
Gisborne  
Heathcote  
Highton  
Kensington  
Lancefield  
Lancefield  
Manly Heights  
Mariborough  
Melbourne CBD  
Romey  
Shepparton  
St Annand  
Williamstown

Residential Aged Care  
Avondale Heights  
Coburg  
Dandenong  
Flemington  
Port Melbourne  
Williamstown

Where we are



How we can help

Community Care  
Mon-Fri business hours  
Specialist team providing over the phone advice and information about housing and support options.  
03 9034 4824

Connect with Services  
Mon-Fri business hours  
Access to Support Services providing short term assistance by linking people to services and/or healthcare providers.

Help to find Housing  
Mon-Fri business hours  
Outreach teams providing linkages to services plus assistance to find affordable, long term housing.

Recreation Services  
Mon-Fri business hours  
Recreation Programs and activities aimed at enhancing community inclusion and participation.

Housing Support  
Mon-Fri business hours  
Support to maximise health, wellbeing and to maintain tenancy.

Home Care Packages  
24 hours care  
Promoting independent wellbeing at home through appropriate packaged levels of care.

Residential Aged Care  
24 hours care  
Assistance provided with daily living tasks and activities, on-site medical care available together with all accommodation needs.

Outreach  
Mon-Fri business hours  
Outreach teams providing linkages to services plus assistance to find affordable, long term housing.

Our timeline

|      |                                                 |
|------|-------------------------------------------------|
| 2007 | Ascot Vale office opens                         |
| 2008 | Wintringham Housing Limited established         |
| 2009 | Alexander Miller Estate partnership established |