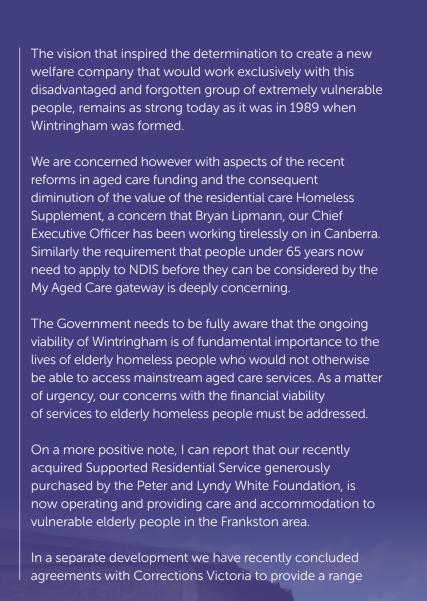


President's Foreword

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 guality aged care and housing services to elderly men and women who are homeless or at risk of becoming homeless.



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 Nursing and Midwifery Federation (Victorian Branch), the lan 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 Gole 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.



Residents moved into their brand new homes in March 2018. Each unit is a beautifully appointed one-bedroom home which is purpose-built for elderly residents that optimises connection to community

"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 curtain rods up 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 power points at the front of the unit to charge 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.

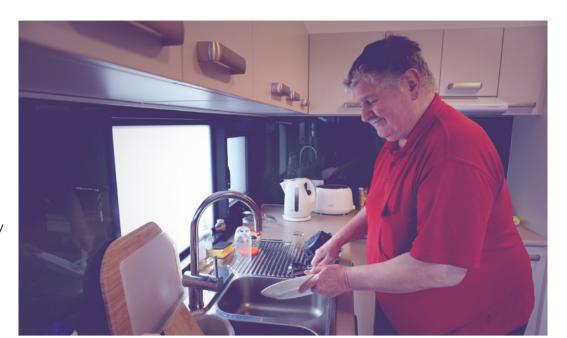
"They're so house-proud and that's just heart-warming to see."

Working in partnership

Park Street marks the completion of the 11th Wintringham and Alexander Miller Estate partnership project in regional Victoria which to date has delivered 171 housing units and the renewal of the Alexander Miller Estate through \$33 million of government grant investments and land contributed by the Estate. The

Manifold Heights Geelong - 14 units; Highton Geelong – 34 units; Belmont

completed projects so far are:



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

"Ever since I was little things have been a struggle. My mum was born in a Belfast slum and I too 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 Wangaratta region, and spent my formative years in Glenrowan. I landed a job with the Victorian railways, and was transferred to 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

"If I win Tattslotto, 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 longer than originally intended.

Who is Patrick Walsh?

Patrick Walsh lived at Wintringham for 21 years, firstly at McLean Lodge in Flemington and then at Ron Conn 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. His image is a constant reminder that every person has a special light, and

services, resources and social activities.

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

With the help of Annie Wakeford, Wintringham's Geelong based Tenancy Management Worker, residents have settled in slowly, taking their time decorating 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 for the very first time in their life."

"They're all just so deserving. Our residents are aged 50 years plus, and they have come from a homeless or vulnerable background. We have residents that lived in their car before coming to us.

> In April 2018, Michael Deschepper was appointed Deputy Chief Executive Officer. The newly created role reflects the increased workloads and complexities that come with the rapid growth of our organisation.

Michael will work closely with Chief **Executive Officer Bryan Lipmann to** further enhance government and philanthropic relationships as well as scoping and developing new service opportunities.

"As our organisation grows every year, I look forward to continuing my work with Bryan and Helen to support our passionate team to maintain the high standard of tailored care that we are

Geelong – 12 units; Park Street Geelong – 10 units; Shepparton – 36 units; Benalla – 10 units; Euroa – 8 units; Castlemaine – 10 units; Ballarat – 14 units; Maryborough – 12 units and St Arnaud – 11 units.

CEO Bryan Lipmann said: "It's very rewarding to see this partnership with the Alexander Miller Estate and Government deliver such tangible and beneficial results for the most vulnerable and marginalised members of our community."

"I'm just so pleased that all parties are proud not only of the result, but the legacy that will endure for many years to come."

Patrick Walsh housing and Wintringham headquarters open

In August 2018, 13 people moved into brand new housing on Mt Alexander Road Flemington. Named after long-time Wintringham resident Patrick Walsh, the one bedroom units have given these over 50's from a homeless background a new beginning that they never thought possible.

This purpose-built development is also believed to be the first co-located head office and social housing development of its kind in Victoria. Needless to say, both residents and staff are loving their new homes. Here's what resident John thinks about his place, and his journey to get there.

renowned and respected for in this

industry," said Michael Deschepper

"Everything I do is focused on

outcomes to improve the lives of

the homeless or vulnerable elderly

men and women who we support

Bryan says: "The timing couldn't

be better. Michael is well known at Wintringham having worked as the

Chief Financial Officer for 10 years

both here and abroad. He brings with

2018

2018

2017

2017

him excellent skills and dedication."

after working for multi-nationals

delivering the best possible

Deputy CEO.

every day."

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 pay them back.

"At that point I couch surfed with a friend for three days, then found my way to a boarding house in West Footscray. Let's just say the motto there was 'what happens in the boarding house, stays in the boarding house'.

"There were plenty of fights, a man was accidentally stabbed in the neck with a pen and died. There were lots of good people there, but there were also the ones that you knew you should steer clear of.

"A couple years later I heard about Wintringham, and it changed my life forever. I moved to their rooming house in Flemington, and from the moment I arrived the staff just made me feel at ease, I just knew everything was going to be alright.

"To be honest, I already thought I had hit the jackpot living in the Wintringham rooming house. When they told me I'd be moving to my very own place, 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.

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.



Flemington home. Above: Much loved resident and Wintringham legend, Patrick Walsh. Left: Park Street Geelong resident Jenny enjoying the gardens of her new home.

Top: Resident John doing the washing up at his new

Deputy Chief Executive Officer appointed

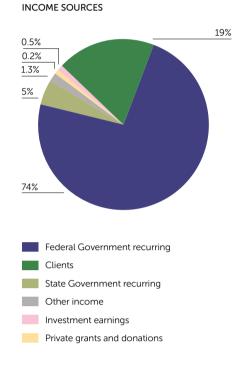
Financials

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

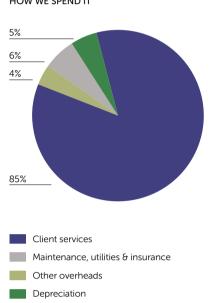
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR

AS AT 30 JUNE 2018		\$	ç
Current Assets	Cash and cash equivalents	12,599,256	10,456,317
	Trade and other receivables	442,897	625,060
	Inventories	68,610	69,231
	Other current assets	201,291	200,406
	Total Current Assets	13,312,054	11,351,014
Non-Current Assets	Investment property	497,143	506,193
	Property, plant and equipment	95,888,896	89,652,654
	Total Non-Current Assets	96,386,039	90,158,847
	Total Assets	109,698,093	101,509,861
Current Liabilities	Trade and other payables	8,870,562	6,531,969
	Short term borrowings	8,035,971	7,635,872
	Short term provisions	6,960,871	6,118,581
	Total Current Liabilities	23,867,404	20,286,422
Non-Current Liabilities	Long term borrowings	642,668	846,430
	Long term provisions	347,341	337,090
	Total Non-Current Liabilities	990,009	1,183,520
	Total Liabilities	24,857,413	21,469,942
	Net Assets	84,840,680	80,039,919
Equity	Reserves	3,507,554	3,507,554
	Accumulated funds	81,333,126	76,532,365
	Total Equity	84,840,680	80,039,919

ENDED 30 JUNE 2018	\$	\$
Revenue from operating activities	49,765,566	46,231,578
Other revenue	1,136,237	1,018,245
Total revenue	50,901,803	47,249,823
Employee benefits expense	37,302,411	35,052,767
Finance costs	66,234	117,462
Resident and client services	6,312,564	5,250,780
Property maintenance, utilities and insurance	3,069,720	2,849,494
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	2,702,189	2,546,489
Net (deficit) after depreciation and before capital items	(453,189)	(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	20%	19%
	80%	81%



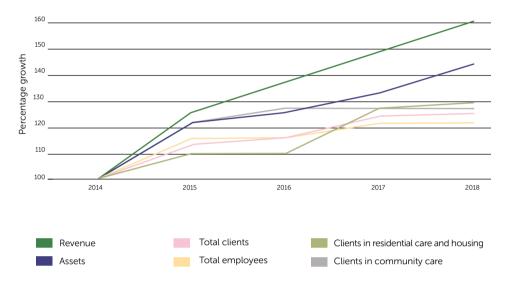
HOW WE SPEND IT





*2005 figure was 22 per cent which shows this figure has more than doubled in 13 years

FOUR YEAR TREND



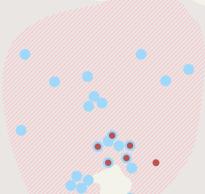
Who we are, what we do

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.

Where we are



Supported Housing Avondale Heights Ballarat Belmont Benalla **Bentleigh East** Castlemaine Coburg Delahay Euroa Flemington Frankston Geelong Gisborne Heathcote Highton Kensington Lancefield Manifold Heights Maryborough Melbourne CBD Romsey Shepparton St Arnaud

Williamstown

Residential Aged Care Avondale Heights Coburg Dandenong Flemington Port Melbourne Williamstown



How we can help



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.

Highlights

Residential Aged Care

accommodation needs.

Assistance provided with daily living

tasks and activities, on-site medical care available together with all

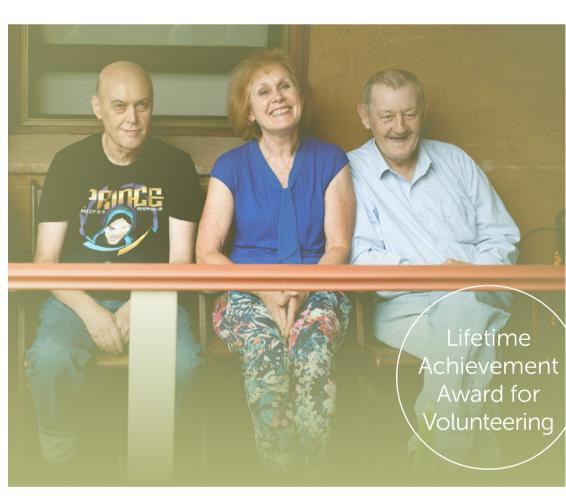
24 hours care





Our timeline

1989	Company started
1990	Williamstown Lionsville Supported Housing acquired
1992	Flemington Head Office opens
1993	Flemington McLean Lodge Residential Aged Care Hostel opens; Williamstown Residential Aged Care Hostel opens
1996	Port Melbourne Residential Aged Care Hostel opens
1997	Housing support and home-care programs start
1999	Kensington Atkins Terrace Supported Housing opens; Melbourne City Guildford Lane and Ebsworth House Supported Housing opens
2002	Seddon office opens
2004	East Bentleigh Supported Housing opens; Moorabbin office opens; Williamstown Liongville Supported Housing redevelopment finalised
2004	Williamstown Lionsville Supported Housing redevelopment finalised
2005	Ron Conn Residential Aged Care Home opens
2006	Flemington Rooming Houses open
2007	Ascot Vale office opens
2008	Wintringham Housing Limited established
2009	Alexander Miller Estate partnership established
2010	Dandenong Eunice Seddon Residential Aged Care Home opens; Keysborough office opens; Avondale Heights Jack Gash Supported Housing opens
	Delahay Supported Housing acquired; Alexander Miller Estate redevelopment of Supported Housing in Shepparton, Euroa, Maryborough, St Arnaud, Geelong and Ballarat;
2011	Awarded United Nations Habitat Scroll of Honour
2012	Alexander Miller Estate redevelopment of Supported Housing in Benalla and Castlemaine
2014	Coburg Gilgunya Residential Aged Care and Supported Housing acquired; Melburnian of the Year awarded to CEO Bryan Lipmann
2 <u>016</u>	Heathcote Supported Housing acquired; Assume management of Supported Housing in Romsey, Lancefield and Gisborne
2017	Frankston Angus Martin House Supported Residential Service acquired
	Eleminaton Patrick Walch Supported Housing and now Head Office energy
2018	Flemington Patrick Walsh Supported Housing and new Head Office opens; Winner Outstanding Organisation 2018, Hesta Aged Care Awards; Alexander Miller Estate redevelopment of Supported Housing at Park Street Geelong



Congratulations to Dot Lipmann who was honoured with the Lifetime Achievement Award at the Victorian Minister for Health Volunteer Awards.

Dot has volunteered for almost 30 years with Wintringham including visiting our residents at McLean Lodge in Flemington every weekend since it opened 25 years ago in 1993.

She has contributed countless hours to the residents and clients who live at Wintringham. Her compassionate

approach to creating relationships, building connections and nourishing communities in our homes is one we cherish and has now been recognised by then Minister for Health the Hon. Jill Hennessey.

What a deserving accolade to a lifetime of dedication. Congratulations Dot, and thank you.



In August 2018, CEO and Founder Bryan Lipmann AM was proud to accept on behalf of the Wintringham team HESTA's Aged Care Award for the Australia-wide Outstanding Organisation 2018.

Our organisation was awarded with this honour due to the work our team does every day through housing, aged

care, housing support, social and wellness programs and community outreach. Wintringham lends a helping hand to over 2,000 vulnerable people each and every night.

Well done to the whole Wintringham team, this is for you!



Tailored recreation providing real meaning and choice

the effects of positive experiences and emotions on our physical state. At Wintringham, we believe it's important to work with our clients in a more holistic way. We just want them to feel safe, supported and good about themselves.

"There's much that can be said about

to school in East Coburg until grade six. When I left school I couldn't read; basically I was ignored and laughed at.

"Nowadays I visit the library every day to look at the newspapers and pick up what I can from the headlines. Learning to read has just opened up a whole new world for

"Last time I parachuted, was when I was eight years old. I used my mum's bed sheet out of a tree. It didn't go very well... I got a hiding for it!" said Roy, Wintringham client.

Thanks to Scott Newman Recreation Projects Officer at Wintringham, Roy's dream was fulfilled when he went on a real-life skydive at age 68. Better late than never, Roy even laughed when they mentioned in the briefing before the jump that if he was not in the right position on landing he may 'sprain, break or remove a leg.'

This was one big tick off Roy's bucket list. But the dreams don't stop there.

Recreation Manager for Wintringham Daniel Gray says: "Recreation activities are an extremely powerful tool, and can be much more than just doing something nice to pass the time. It can be a means to help our clients achieve or experience something that brings them joy, excitement, real meaning or great personal satisfaction."

"Creating tailored recreation solutions for each and every client does take a lot of resources, but we know the results are worth it!"

> Just like Roy, Brendan from our Southern Peninsula program had his own dream too, albeit simple, he is now using his newly acquired skill every day thanks to the help of Recreation Officer Mandy. At age 74 Brendan can finally read.

> To read confidently has been Brendan's wish for more than 50 years and he poignantly describes not being able to read as feeling like he is living on the 'other side'.

"I was hit by a train when I was six years old, I was clinically dead and in a coma for six months. The Royal Children's Hospital got my heart started but then it stopped,

it was when my mum hugged me that my

"As a result of the accident, I couldn't talk any more, but I could sing! I went

heart started again," said Brendan.

me. I never really had the support to help me achieve this dream before; I'm just feeling more confident in myself."



Top: Roy enjoying the dive of his life. Above: Brendan and Recreation Officer Mandy at the local library.

Outreach and housing support; the key to success

Jack's story

By Helen Small, General Manager Operations

Outreach leads to engagement

Have you ever noticed how easy top line sports people make their efforts look? This may be an urban myth, but I read that during and post the Commonwealth Games there was a spate of people who were unable to swim needing to be rescued at local pools. One fellow interviewed said he watched the swimmers in the Games and studied their actions. It all looked so easy, he just jumped in and thought he'd swim.

Similarly, outreach workers who create those first tenuous links with our clients make it look easy, but theirs is a complex and difficult task which is frequently undervalued and underrated. It requires the non-judgemental application of skill, patience and determination. Engagement with the client group is often slow and can take many years and several episodes of support before the goals of client and worker start to align.

Jack (not his real name) was first referred to Wintringham by a hospital social worker following the amputation of his left leg which occurred as a result of the mismanagement of his diabetes. While some of the problems Jack had experienced with his health were due to his long term poverty and personal neglect, much was also caused by his failure to work with health professionals. Unfortunately, his trust for this group was further eroded post amputation, as he believed his leg was taken at a far higher point than had been discussed and agreed.

Conversely, hospital staff believed they had worked hard to 'save' Jack and could not understand why he was so angry and upset. He was referred to Wintringham for housing as hospital staff could not identify a safe exit strategy as all Jack's options for accommodation were either insecure or unsuitable.

Unlike the inexperienced hospital workers before her, Laura recognised Jack's withdrawal. She acknowledged his concerns, and then worked to find something, even something really small, that would clearly show Jack that she was on his side.

> Wintringham outreach worker Laura, was assigned Jack's case. While Jack, at this time, was unable to physically avoid these meetings, Laura reported that he had well developed skills in ensuring that they did not really 'meet'.

Jack loved German Short Haired Pointer dogs, Laura's friend had just that dog, so she brought photos in to show Jack; it was then that the ice started to break. As time went on Jack spoke of his fear of losing his independence, of being 'put into a home' or 'locked in'. He spoke of a lifetime of trauma and abuse, failed relationships and alcohol dependence. More and more, the conversations started with meaningful interaction and there was less need to wade through the angry accusations before getting to the issues, and the ability to work through potential solutions became easier to achieve.

With much encouragement, Jack agreed to apply for a Home Care Package and move into a Wintringham owned and managed housing unit. Laura recommended he be allocated a high priority for a housing unit due to his homeless status and need for ongoing support for both social and health care needs. In a short time, a unit became available and Jack moved in.





Housing support leads to social inclusion

I was once told that 'housing support', should be all about those nice, neighbourly things - those things that make you feel a part of your local area. Things like putting your neighbour's rubbish bins out if they were unable to do so, or taking a meal to someone when they were not well.

While housing support may incorporate many of those things, at Wintringham housing support is about helping the new tenant to identify their personal goals, plan how to attain these ends and understand what assistance is needed to ensure success both in the short and long term.

The successes of Wintringham support is evidenced by the fact that so few people choose to leave or are asked to leave Wintringham properties.

> Unlike some other housing support programs, 'support' in this sense, is definitely not a set of rules or a prescribed lifestyle or treatment regime but rather, is inclusive and values diversity.

For Jack, his first goals in his new home included obtaining a large amount of beer and avoiding any other person, especially anyone who wanted to talk to him, except outreach worker Laura.

Laura, on the other hand, was working to transition his care to the site housing support worker and convince him to focus on managing his diabetes, changing the dressings on his legs and learning how to use his new wheelchair. Through a process of negotiation, Jack agreed to work with the housing support worker, to manage his medication as per doctor's orders, to engage with district nurses and allow them to manage his dressings and in return, beer was provided.

One year on, Jack is still in his unit, he will avoid large groups at all costs, but is happy to engage with other residents at the site on a one-to-one basis. He now has a Home Care Package and three regular workers who come in and help him to shower, shop and keep his unit tidy. He can still raise his voice and swear at times, but workers find that this usually happens when they try to rush him or insist he does something he is not keen to do.

It wasn't all smooth sailing getting to this point, and we are sure there will be glitches in the future, but when you look back and see where we started with Jack, it's a testament to the value and professionalism of our outreach and housing support teams; they are the key to making our client's tenancies successful and their lives more comfortable and we hope happier.

Left: Outreach in action - Regional Assistance with Care and Housing Worker Liz (right) with her client Sandra in Ballarat, and her hand-made quilt. Above: Housing support in action - Wintringham clients Robert (left) and Ron (right) with Housing Support Worker Anthony (centre) at our Delahay site

Wintringham

How can you help us

www.wintringham.org.au/donations

please contact our Head Office on 9376 1122 or admin@wintringham.org.au

Contact details Telephone

PO Box 193

Head Office

